

APPROVED BY:  
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of Director of Vilnius Branch  
of SE Lithuanian Airports on  
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### **Description of the procedure for allocation of passenger check-in desks**

The purpose of this description is to set the priorities for the allocation of passenger check-in desks in State Enterprise Lithuanian Airports Vilnius Branch.

The Operational Control Group of the Operations Unit of State Enterprise Lithuanian Airports Vilnius Branch shall be responsible for the allocation of passenger check-in desks.

Allocation of passenger check-in desks shall be performed in close cooperation with ground handling service companies and air carriers.

#### **1. Terms and Definitions**

**Passenger check-in desk** shall mean a place of work (hereinafter – the check-in desk) at the passenger departure terminal before the aviation security passenger check used for check-in of departing passengers and/or their baggage to a flight (including the weighing of baggage).

#### **2. General principles of allocation of check-in desks**

Check-in desks shall be allocated as follows:

- 2.1. In view of the occupation of check-in desks conditioned by the daily flights schedule at the time of check-in of passengers to the flights.
- 2.2. According to the total number of passengers of the flight to which the check-in is made, the number of bags to be checked and the number of passengers who checked-in online.
- 2.3. To achieve optimum efficiency of the passenger service process, check-in desks may be dedicated according to the ground handling companies engaged in service of respective flights.
- 2.4. According to the profile of distribution of the likely arrival time of passengers to the terminal in view of the flight to which the check-in is made.
- 2.5. In view of the average time of check-in of passenger and/or baggage to a respective flight, the average capacity of check-in desk is estimated to be 60 passengers per hour.
- 2.6. The planned next-day allocation of the check-in desks is presented to all concerned parties by e-mail before 18:00 of the current day.
- 2.7. The actual allocation of check-in desks may be adjusted subject to the operational circumstances.
- 2.8. Additional check-in desks (e.g. for check-in of business class passengers) may be provided in case it does not restrict the capacity of check-in desks required by the air carriers to ensure a timely check-in of passengers and/or baggage.

### **3. Priority of allocation of check-in desks**

3.1. The number of baggage to be checked to a respective flight according to the information of the previous calendar quarter of the current year or the number of baggage to be checked to a respective flight according to the information of the respective quarter of the previous year.

### **4. Liability of the terminal operations coordinator**

4.1. The final decision regarding the allocation of check-in desks shall be adopted by the terminal operations coordinator of the Operational Control Group.