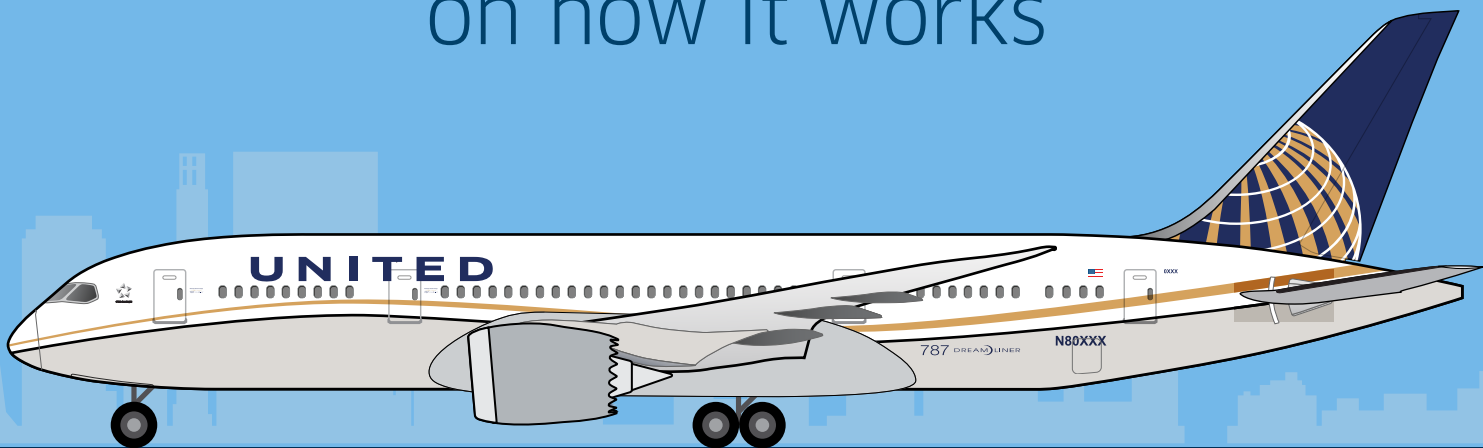


Basic Economy

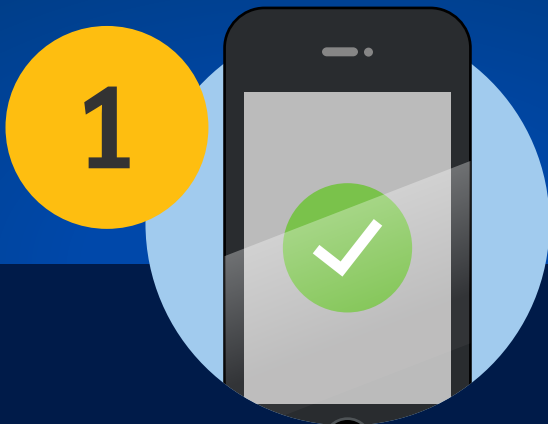
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A three step guide on how it works



Checking in

We'll flag passengers in Basic Economy when they check in online or in person.



What happens if

Customer wants to bring a carry-on sized bag

Solution

The customer may check in online if they pay the checked bag fee and agree to check the bag in the lobby.

OR

Customer does not acknowledge their intention of bringing a carry-on size bag during ticket purchase

Solution

They will not be able to check-in online and must check-in at the lobby.

Boarding

We'll make it easy to identify customers who've bought Basic Economy tickets.



What happens if Groups 1-4 attempt to bring a carry-on bag

Solution

Groups 1-4 are allowed to bring a carry-on bag, however Group 5 is not eligible to bring a carry-on bag.



What happens if

A customer in Group 5 brings a carry-on bag to the gate

Solution

Customer will have to check the bag, pay the checked bag fee plus an additional gate handling service charge.

On the plane

Customers traveling on Basic Economy fares will receive the same level of service as our economy customers



What happens if

A Group 5 Basic Economy customer attempts to place an item in the bin once they board

Solution

If there's bin space available, any customer is welcome to use it.