

APPROVED
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of the CEO of JSC Lithuanian Airports

Description of the Procedure for Check-in Counter Allocation

The purpose of this Description is to determine the priorities for the allocation of check-in counters at the passenger terminal in the Vilnius Branch of JSC Lithuanian Airports.

The Operational Management Division of the Operations Department of the Vilnius Branch of JSC Lithuanian Airports is responsible for the allocation of check-in counters.

The allocation of check-in counters is carried out in close cooperation with companies performing ground servicing of aircraft and air carriers.

1. Definitions

A **check-in counter** – a workplace (hereinafter referred to as a check-in counter) in a passenger departure terminal where the check-in of departing passengers and/or their baggage for the flight takes place (including baggage weighing) before the aviation security check.

2. General Principles of Check-in Counter Allocation

Check-in counters are allocated:

- 2.1. Taking into account the occupancy of check-in counters caused by the daily flight schedule during the check-in of passengers for flights;
- 2.2. Taking into account the total number of passengers of the flight for which registration is to be carried out, the number of checked-in baggage pieces and the number of passengers checking-in online for a respective flight;
- 2.3. Seeking to optimize the efficiency of the passenger service process, check-in counters can be allocated taking into account the ground service companies servicing the respective flights;
- 2.4. Taking into account the profile of the expected arrival time of passengers at the terminal for the flight for which check-in is to be carried out;
- 2.5. Taking into account the average check-in time of passengers and/or baggage for a relevant flight. It is estimated that the throughput of a check-in counter is on average 60 passengers per hour;
- 2.6. Information on the scheduled allocation of check-in counters for the coming day is to be submitted to all interested parties by e-mail by 06:00 p.m. of the current day;

2.7. The actual allocation of check-in counters may be adjusted depending on actual circumstances.

2.8. Additional check-in counters (for example, for business class passenger check-in) may be provided if this will not limit the throughput of check-in counters required for other air carriers, necessary for the timely check-in of passengers and/or baggage.

3. Check-in counter allocation priority

3.1. The number of check-in pieces of baggage for a respective flight based on the data of the previous calendar quarter of the current year, or the number of check-in pieces of baggage for a respective flight based on the data of the corresponding quarter of the previous year.

4. Responsibility of the Terminal Operations Coordinator

4.1. The final decision on the allocation of check-in counters is to be made by the Terminal Operations Coordinator of the Operational Management Division.