



## HAWAIIAN AIRLINES

### Pleasure & Business Travel

We are happy to provide this HA pass for your use and hope that you have a pleasant flight. Listed below are important points that must be followed to avoid misunderstanding and/or disciplinary action.

#### **Check-in Procedures:**

You may check-in for a flight three different ways:

1. **HA Web check-in** ([hawaiianairlines.com](http://hawaiianairlines.com)). Enter your confirmation number and your name, identify how many bags you're checking in and print your boarding pass. You may check in between 24 hours 90 minutes prior to departure.
2. **At the airport using the Kiosk.** Enter your confirmation number, identify how many bags you're checking in and print your boarding pass. You may check in 6 hours and up to 30 minutes prior to departure but no earlier than station operating hours.
3. **Check in at the Airport Ticket Counter (ATO).** Present your confirmation number with valid identification to the airport check-in agent at least 60 minutes before departure for long haul domestic flights and 90 minutes for international flights.

- If you are traveling on an international flight, you must provide the necessary travel documents to the check-in agent or departure gate agent prior to boarding.

Note: For ALL international flights, ticket counters close 60 minutes prior to scheduled departure time. No one will be accepted once ticket counters are closed.

- HA Pass Travelers may lose their seniority and boarding priority, if they check in less than 45 minutes before scheduled flight departure for to/from North America and 30 minutes before scheduled flight departure for Inter-island flights.

**Baggage:** All pass travelers from Hawaiian Airlines as well as from other airlines are EXEMPT from first and second checked baggage fees. The free baggage allowance for pass travelers:

- Domestic US and PPG: Two (2) bags up to 50 lbs.
- Tahiti, China, Korea, Japan, Taiwan: Two (2) bags up to 50 lbs. (23 kgs.)
- BNE, SYD and AKL: Two (2) bags up to 70 lbs. (32 kgs.)

Please note that all current excess baggage fees DO apply and the contract of carriage and baggage rules apply.

**At the Gate:** Check to make sure you are correctly listed on the Pass Traveler List. Wait for your name or "Pass Travelers" to be called; be ready to board the aircraft immediately after receiving your seat assignment. If you are not accommodated, you may ask the airport agent to change your ticket for the next available flight.

#### **Friendship Travel Passes & Inner Circle Friends (FTPs):**

Use of FTPs must follow all applicable rules and guidelines – For more information review the Pass Travel website Section 1.15 Friendship Travel Program

**WARNING:** The sale of FTPs for more than their face value are strictly prohibited and is grounds for disciplinary action up to and including immediate termination.

#### **Travel Conduct and Expectations:**

Employees/retirees are responsible for notifying Pass Travelers of travel conduct and expectations, and will be as responsible for the conduct of the Pass Traveler as they are for their own conduct. Listed below are a few of the rules. Refer to the Pass Travel website for the complete rules.

- Observe the highest standards of courtesy and conduct toward everyone with whom you come in contact.
- Avoid revealing to other customers that you are a Pass Traveler or traveling on a pass or reduced rate ticket.
- After getting your boarding pass, board as soon as directed. Take your assigned seat. Do not ask other customers to move to improve your seating or give up your seat to another Pass Traveler or revenue passenger. If asked to change your seat, change cabins, or deplane, do so quickly and quietly.

- Listing for multiple flights on the same routes for the same day is STRICTLY PROHIBITED.
- Listing does not guarantee that you or any of your pass travelers will be accommodated or served a meal on a flight.
- If you drink alcoholic beverages on a flight, drink moderately. Pass Travelers traveling in uniform are not permitted to consume alcoholic beverages.
- If you or your Eligible Dependents require special assistance, you may request for such special services, such as wheelchair assistance, etc., available to our external customers. Add it to your listing by calling Reservations or advise airport personnel when you arrive at the airport.
- If you feel that you have been treated improperly as a Pass Traveler or an employee on duty, complete Form HAL A65 (Pass Traveler Comment Form) and submit to Pass Travel Center.
- Pass Travel benefits may not be sold, purchased, donated, traded or exchanged for goods or services. Pass Travel is not transferable. Passes may be used only by the individual whose name appears on the pass.
- Pass Travelers should not put any working employee (i.e., customer service agents, flight attendants, etc.) in an awkward position by requesting personal favors for themselves, their eligible dependents or guests, and are NOT entitled to the following: Pre-reserved seating (dependent on flight load), access to club lounges (unless a member), denied boarding compensation, FIMs on OA, complimentary beverages, alcohol, bottled water or other beverage and food identified as "available for purchase" in the economy cabin.
- Pass Travelers must not remove any HA property from the aircraft. This includes food (except for food items not consumed from your in-flight meal), beverages, supplies, safety cards and other HA property NOT intended to be removed from the aircraft.

#### **Dress Code:** Appearance Standards for Pass Travel

Employees and Retirees of Hawaiian Airlines and their guest who take advantage of Pass Travel on Hawaiian Airlines flights when on duty or traveling on leisure are expected to maintain appropriate standards of attire and grooming during these flights. Hawaiian Airlines reserves the right to refuse service to improperly dressed customers.

**First Class/Business Class Dress Code:** Those traveling in First or Business Class are expected to dress in Hawai'i business attire.

**Male Adult Passengers/Children 10 and older:** Should wear collared shirts, long pants and closed-toed shoes.

**Female Adult Passengers/Children 10 and older:** Should wear business appropriate blouses, skirts, slacks, dresses, and closed or open-toed dress shoes or sandals.

Jeans, capri pants and athletic shoes are acceptable, however casual clothing including t-shirts, shorts, slippers and revealing, ripped or distressed clothing may NOT be worn.

Pass Travelers who do not meet these requirements will not be accommodated in First or Business Class.

**Main Cabin:** When traveling in the Main Cabin. All Pass Travelers may wear slippers, jeans, t-shirts and shorts. However, excessively casual attire – such as ripped, torn or overly revealing clothing – may not be worn.

*Hawaiian Airlines is pleased to provide Pass Travel as a benefit to its employees and their guests by maintaining an appropriate standard of dress and grooming during Pass Travel, you show respect for your colleagues, other travelers and the experience of flying itself.*

*If there are any inconsistencies between the information contained in this document and HA's current policies or contract of carriage, HA's policies and contract of carriage (domestic and international) will apply. (HAL A-6 REVISED 02/14/14)*