New EU Legislation 996/2010 on emergency contact information

Following a recent entry onto the EU Legislation journal there is now a requirement for EU airlines operating flights arriving or departing from EU states to offer customers the opportunity to give the name and contact details of a person to be contacted in the event of an accident. The legislation mandates that we offer the ability to capture emergency contact information.

Please note that the regulation prohibits the use of this information for other means, the passing on to third parties or its use for commercial ends.

1. Adding information at the time of booking

If a customer requests to provide their emergency contact information at time of booking, it can be added using a new PCTC keyword entry in your reservation system. Please make sure that reservations include an SSR PCTC element associated to each passenger, which must contain the name and surname of the person to be contacted as well as the telephone number with the ISO code and country/city area code.

Amadeus entry:

SR PCTC BA HK/NAME OF CONTACT/COUNTRY (ISO CODE)TELEPHONE NUMBER

Example:

SR PCTC BA HK/TIM JONES/UK 44 1234 56789/P1
SR PCTC BA HK/PETER MICHAELS/NL 31 444 444 444/P2

Galileo entry:

The specific entry to enter this information is the via an SSR command using the PCTC format. The example entry is as follows where agents on Galileo can enter this both via a cryptic entry or via the graphical viewpoint environment where it would simply but a fill in format screen.

SSR entry:

SI.SSRPCTCBAHK1/SUSAN JONES/GB 044 0181 888 6666-1JONES/JMR.WIFE

Add emergency contact for BA. Specify the name of the contact person, emergency passenger contact phone number, including the country, dial code and passenger name
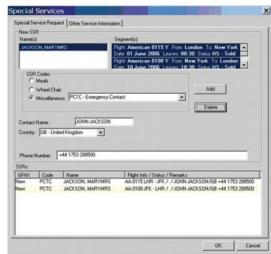
Emergency Contact (PCTC) SSR Item:

Viewpoint has been edited to ensure you enter the correct format for this SSR item. When you select the option for Emergency Contact the fill-in dialogue box is formulated to ensure that appropriate detail is included.

Take the following steps:

1. Click on the drop-down arrow by the Customer button on your Viewpoint screen and select Create/Edit Special Services.

2. Select the passenger name and relevant flight segment(s).

3. Enter the contact name and phone number, and select the relevant country from the drop-down list.

4. Click Add to add the SSR to the Booking File, and OK to close the Special Services dialogue box.

Completed example: Fig GN831_24

2. Adding information at a later stage

If customers request to add the information at any other stage of the journey, please update the system accordingly. Alternatively the entry can also be captured on ba.com or at an airport reservations desk.