

CONT.

• CUSTOMS REGULATIONS

- ✓ Passengers travelling abroad are obliged to observe customs regulations.

• AFTER ARRIVAL

- ✓ Every passenger undergoes control of documents.

• LUGGAGE COLLECTION

- ✓ Passengers collect their registered luggage in the arrival hall.



Baggage allowances (domestic flights)

- ✓ Each airline has its own domestic policy & fees for carry on bags & checked luggage.
- ✓ **REMEMBER:** Once you exceed- *be warned!*
- ❖ Economy- maximum of 23kg per traveller + 1 bag as cabin baggage
- ❖ Business-maximum of 32kg + 1 bag as cabin baggage



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Safety procedures before take-off

- A detailed explanation given before take off to airline passengers about safety features of an aircraft.
- Small aircrafts- can take place in the form of a live briefing performed by flight attendants standing up in the aisles.
- Larger aircrafts have procedures in the form of a video lasting between 2-6 minutes.
- ❖ Review aircraft safety card
- ❖ Brace position



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Safety procedures cont...

- ❖ Use of the seat belt- turbulence etc.
- ❖ Location of emergency exits & evacuation slides
- ❖ Use of oxygen masks, life vests & life rafts
- ❖ A reminder not to smoke on board
- ❖ Reminders on use of laptops, mobile phones & to stow luggage under a seat or in the overhead compartment.



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Aircraft terminology

Aisle: This is the passageway between rows of seats. The number of aisles on an aircraft will depend on the size of the aircraft, for example a wide-body aircraft usually has two aisles whereas a narrow-body aircraft has one aisle.

Galley: This is the part of the aircraft that contains the kitchen. It has facilities to store and serve food and beverages. It also contains the flight attendants seats, safety equipment or anything else that flight attendants may require during the flight.



Cockpit: This is the compartment found at the front of the aircraft containing all the devices that the pilots may need to fly the aircraft. It usually has three seats, for the captain, the co-pilot or first officer and a seat for the navigator.



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Aircraft terminology

Tray tables: These are fold away tables found at the back of a seat, allowing the person in the seat behind to unfold the table in front of him or her. The passenger then has a small table to eat, or work on.

Cargo hold: This is the area in the aircraft (usually underneath the area where the passengers sit) where luggage and other goods and cargo are transported.



Entertainment

On short flights, entertainment is not an important issue, as passengers don't have the time to get bored. On longer flights, particularly international flights, it is important to keep passengers entertained. Some forms of entertainment include:

- an on-board magazine that passengers can read,
- DVD movies or movie channels,
- music channels to listen to, and
- an on-board camera attached to the bottom of the airplane, so that you can see the ground over which you are flying.

Many long-haul flights provide individual television sets for each passenger, located in the back of the seats.



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Aircraft terminology

Overhead storage bins: These are found above passenger's heads in an aircraft and contain the space where passengers can store their carry-on-baggage, also commonly known as hand luggage. There is limited space available and therefore hand luggage cannot exceed a certain weight.

Oxygen masks:

Masks that are placed over the mouth and chin in the event of decompression (lack of oxygen due to drop in cabin pressure). The masks provide a steady flow of oxygen in emergency situations.



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Wide- and narrow-body aircraft

Some aircraft are larger than others. Of course the larger the aircraft is, the more passengers it will be able to carry.

In aviation terminology, we use the term 'wide-body aircraft' to refer to larger aircraft. They usually have two or more aisles. The Boeing 747 is probably the most well-known example of a wide-body aircraft.

A narrow-body aircraft is a more traditional design, used for smaller airplanes, with a single aisle down the middle of the airplane and seats on either side.

Travel class sections

In comparing airline seats, the pitch (distance between the two rows of seats) and width (distance between armrests) is considered. When there is more distance between seats, there is more legroom and more comfort. A wider seat (width) means more comfort. More expensive.

Airlines are divided into classes, which determine the price you will pay. They are divided into first class, business class, and economy class.

Domestic flights in SA only offer business and economy class

Seating configuration in an aircraft:

The three-cabin configuration is found mostly on international and transcontinental flights. Most airlines use a two-cabin plane (business and economy class) for short haul or domestic flights.

Economy Class

Economy seats are a little larger than domestic flights. The average size of an international coach seat is 43.2 cm with a pitch of 81.3cm. They usually have drop down TV screens at approximately every 2 to 3 rows and 1 large big screen TV at the front of the economy section. Food and wine services are standard.

Seating configuration in an aircraft:

Business Class

The average business class seats have a pitch of 1.45m and a width of 53.3cm. Most business class seats are recliners, however, some major airlines have seats that can lie flat. There is a larger personal TV screen, better food and wine services and other amenities.

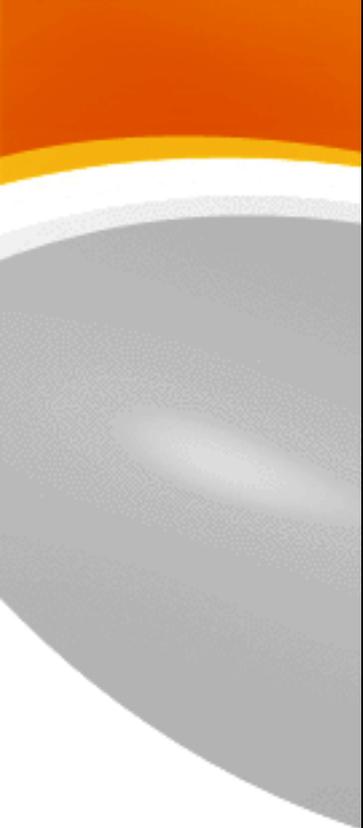
First class

International first-class (Business Class) seats are only found on long haul international routes. They have 25.4cm to 76.2cm more pitch and 2.5 – 5cm more seat width. They also have more electronic seat adjustments, larger personal TV screens and superior food and wine service. There are usually more flight attendants to the passenger ratio and a better amenities kit.

Seating configuration in an aircraft.

Seats on an aircraft are numbered using the alphabet and numbers together. Seats have letters starting with A. An A seat is always the seat next to the window on the right hand side of the aircraft when entering from the front.

Rows are numbered starting from Row 1. This means that if a person is sitting in seat 3A, they are on the right-hand side of the aircraft next to the window in row 3.



Business Class

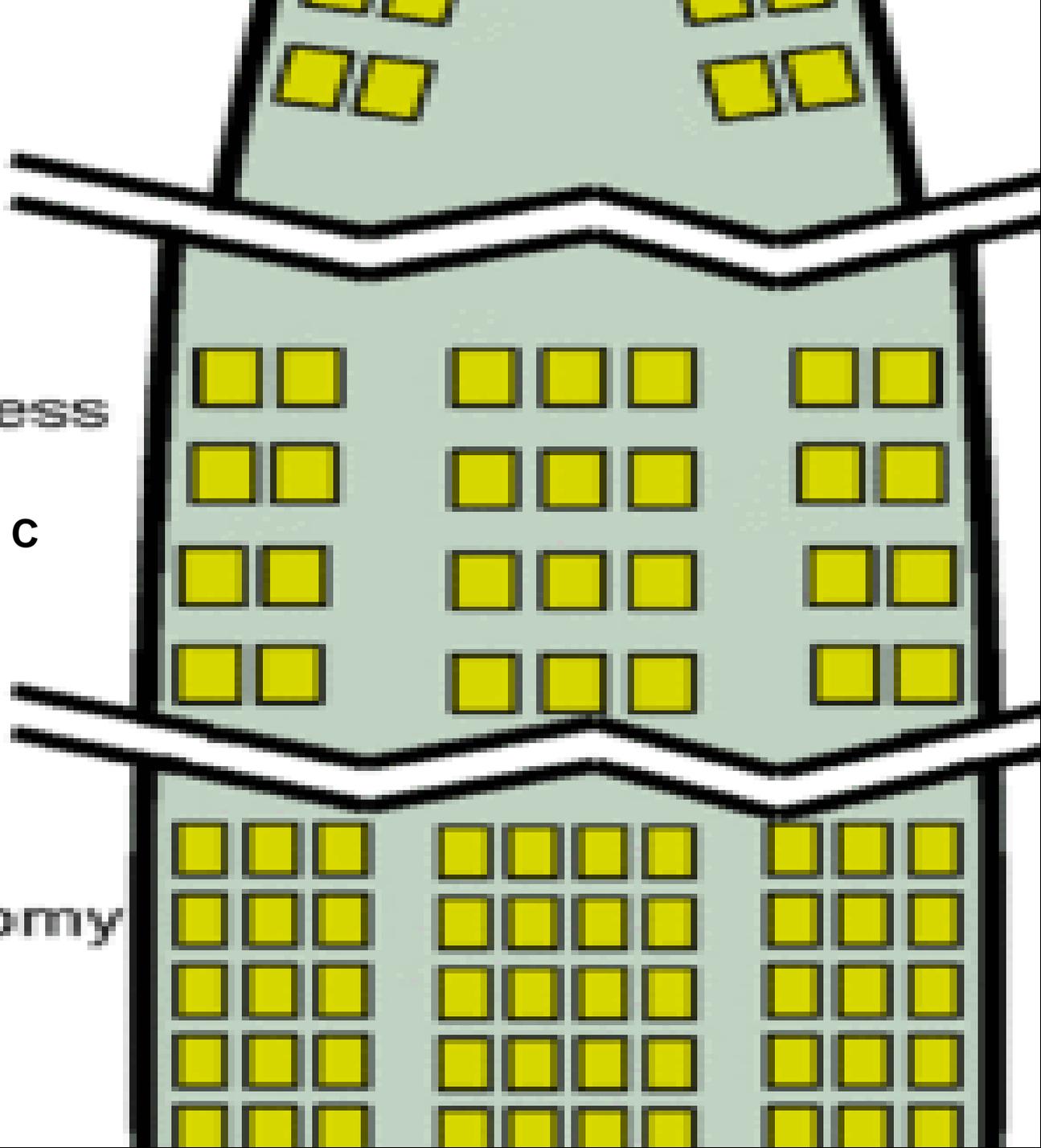
A B C

D E

F G

H I J

Economy Class



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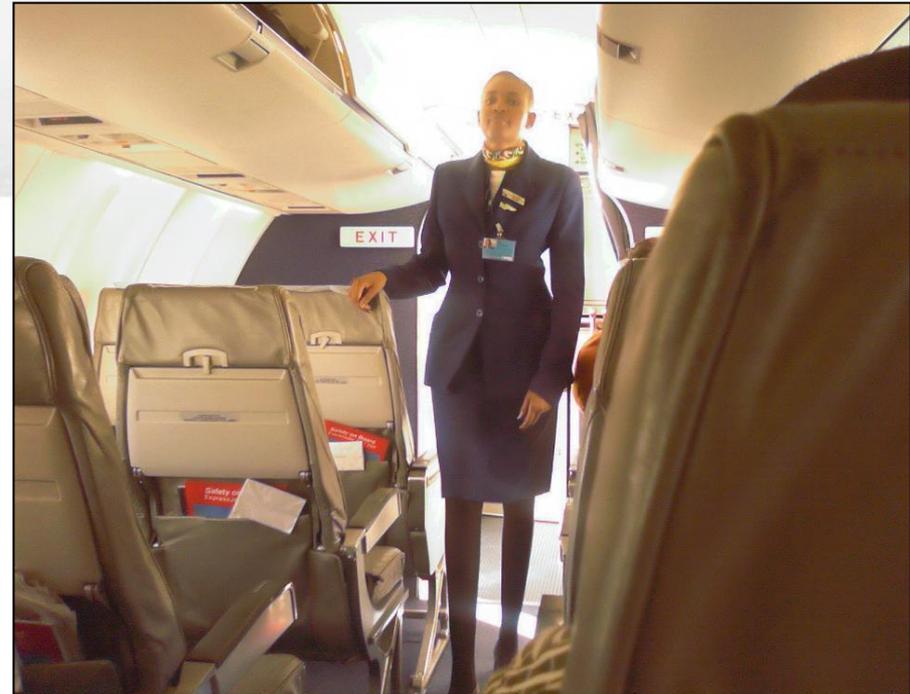
Seating configuration in an aircraft

Aisle, window and emergency exit seats

Aisle seats are those seats that are in between the two rows of seats and are situated along the passage.

Window seats are located along the windows of the aircraft.

Emergency exit seats are seats located in a central part of the plane where if there is an emergency, the doors can be opened for passengers to disembark quickly through a chute. There is usually extra legroom between these rows.



THANK YOU

THE END



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