International Civil Aviation Organization

DGP/24-WP/26
21/8/13

WORKING PAPER

DANGEROUS GOODS PANEL (DGP)

TWENTY-FOURTH MEETING

Montréal, 28 October to 8 November 2013

Agenda Item 2: Development of recommendations for amendments to the *Technical Instructions for the Safe Transport of Dangerous Goods by Air* (Doc 9284) for incorporation in the 2015-2016 Edition

ONLINE TICKET PURCHASE AND CHECK-IN – PROVISION OF INFORMATION

(Presented by G A Leach)

SUMMARY

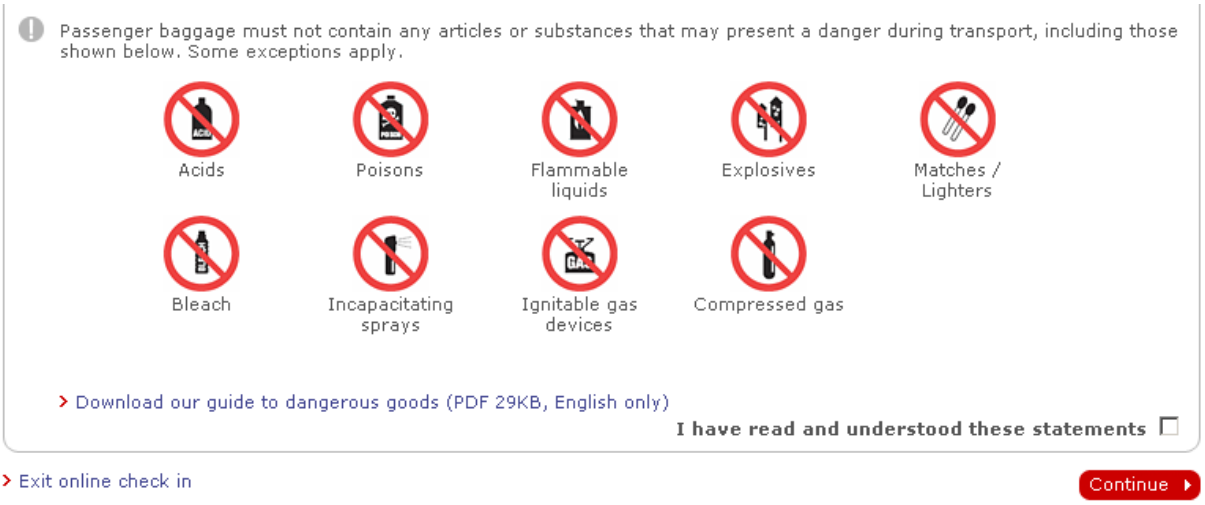
This paper proposes an amendment to Part 7;5 of the Technical Instructions to require that information be provided to passengers when purchasing tickets or checking in on line and further requires that the actions cannot be completed until the passenger has indicated that they have understood the restrictions on the carriage of dangerous goods in baggage.

Action by the DGP: The DGP is invited to make amendments to Part 7;5 of the Technical Instructions as shown in the appendix to this working paper.

1. INTRODUCTION

1.1 Part 7;5.1.1, 5.1.4 and 5.1.5 of the Technical Instructions requires information to be provided to passengers when purchasing tickets or checking in on line and further requires that the actions cannot be completed until the passenger has indicated that they have understood the restrictions on the carriage of dangerous goods in baggage. Use of the word “provided” has caused different interpretations and this working paper seeks to clarify what is expected.

1.2 Some operators have implemented systems that ensure information is presented on screen to the passenger who must then use a tick box to acknowledge they are aware of the requirements. It is suggested this is what was envisaged when the text of Part 7 was added to the 2011-2012 Edition of the Technical Instructions. An example of such a system is as follows:



1.3 Other operators, however, believe that placing the information anywhere on their website, not necessarily apparent to the passenger, meets the requirement of being "provided". An example of this is as follows:

☑ I confirm that I have read and accepted the general conditions of carriage, dangerous goods terms and fare rules

Clicking on the underlined text takes the passenger, via a hyperlink, to further information, but they do not have to do this to complete the ticket purchase or check-in process; realistically very few passengers will take the time to do this. It is suggested this method achieves little more than an acknowledgement of an operator's terms and conditions which was what the addition of the text (via DGP/22-WP/23) sought to improve. However, despite this, it has been argued that the information has still been "provided" and therefore is in compliance with the Technical Instructions. It is suggested that using the word "presented" would address any possible mis-interpretation.

— — — — — — — —

APPENDIX

PROPOSED AMENDMENT TO PART 7 OF THE TECHNICAL INSTRUCTIONS

Part 7

OPERATOR'S RESPONSIBILITIES

. . .

Chapter 5

PROVISIONS CONCERNING PASSENGERS AND CREW

5.1 INFORMATION TO PASSENGERS

5.1.1 An operator must ensure that information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft is ~~provided~~presented at the point of ticket purchase. Information ~~provided~~presented via the Internet may be in text or pictorial form but must be such that ticket purchase cannot be completed until the passenger, or a person acting on their behalf, has indicated that they have understood the restrictions on dangerous goods in baggage.

. . .

5.1.4 When provision is made for the check-in process to be completed remotely (e.g. via the Internet), the operator must ensure that information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft is ~~provided~~presented to passengers. Information may be in text or pictorial form but must be such that the check-in process cannot be completed until the passenger, or a person acting on their behalf, has indicated that they have understood the restrictions on dangerous goods in baggage.

5.1.5 When provision is made for the check-in process to be completed at an airport by a passenger without the involvement of any other person (e.g. automated check-in facility), the operator or the airport operator must ensure that information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft is ~~provided~~presented to passengers. Information should be in pictorial form and must be such that the check-in process cannot be completed until the passenger has indicated that they have understood the restrictions on dangerous goods in baggage.

. . .

— END —