

**AOG 6-10-5**

**AIR OPERATOR GUIDANCE FOR THE HANDLING OF  
UNACCOMPANIED MINORS TRAVELLING IN FLIGHT**



**Issue 1**

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**Civil Aviation Authority of Bangladesh  
Headquarters, Kurmitola, Dhaka 1229**



## FOREWORD

This Air Operator Guidance (AOG 6-10-5) for the handling of unaccompanied minors travelling in flight has been prepared in pursuance to Chapter 3.80 – 3.85 of ICAO Annex 9. To comply with the ICAO SARPS and look after the welfare of the unaccompanied minors, the air operators have to develop a programme for training to their cabin crew for proper handling of the unaccompanied minors travelling in flight. To help the air operators in formulating their guidelines, CAAB has prepared this Guidance Document AOG 6-10-5.

In pursuance to the rule 214 of CAR 1984, this Guidance has been approved for proper care and conduct the unaccompanied minors travelling in flight.

This shall take effect from the date of publication of this air operator Guidance.



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## **CHAPTER 1 GENERAL TERMS AND CONDITIONS**

- 1.1 An unaccompanied minor is considered a child aged 5-11 years old who is travelling without the supervision of a parent or a guardian.
- 1.2 No Bangladeshi registered aircraft operator shall accept any child under the age of 5 years for unaccompanied minor service.
- 1.3 Airlines are to ensure best care of the unaccompanied minors from departure check-in to the final arrival at the destination.
- 1.4 Unaccompanied minors must reach their destination before 20:00 hrs for all direct flights.
- 1.5 No minors to be accepted if there is any connecting flight on the next day.
- 1.6 The minors are to be escorted to the airport and necessary check-in to be done by a responsible adult who is more than 16 years old and also to be received at the destination of arrival by an authorized person.
- 1.7 Airline is to ensure during check-in that they are in possession of written consent which must be completed by the parents or guardians.
- 1.8 Airline is to ensure from parents or guardian of the child with disabilities at the time of booking so that necessary care and facilities can be arranged in time.

## **CHAPTER 2 PROCEDURE OF BOOKING**

The airline is to ensure that child's parents or legal guardian has duly obtained authorization from the airline for travel of the child.

### **2.1 Required Travel Documents:**

- 2.1.1 The airline is to confirm that the child is in possession of the following travel documents with him/her:
  - 2.1.1.1 Valid passport
  - 2.1.1.2 Visa and Health documents
  - 2.1.1.3 Unabridged birth certificates
  - 2.1.1.4 Letter of Consent (Filled in minor information form)

## **2.2 Baggage Rights:**

- 2.2.1 Minor travelling alone to be given full adult baggage allowance for the class in which he is travelling and as per the company baggage regulation

## **2.3 Airline's responsibilities at the airport:**

- 2.3.1 Airline is to ensure that necessary booking has been done for travel of the child as an unaccompanied minor
- 2.3.2 To ensure that necessary arrangements as required for the child travel in flight has been made
- 2.3.3 To ensure that child has been escorted by his/her parents/Legal guardian upto check-in counter
- 2.3.4 It is obligatory that parents to remain at the airport until the departure of the flight.

## **2.4 In the Flight:**

- 2.4.1 UM shall not be seated near the emergency exit or self-help exit or a male passenger.
- 2.4.2 Cabin crew is to ensure that the child is comfortable and entertained as required throughout the flight.
- 2.4.3 As the child may feel change of pressure effects in the ear during takeoff ~~and~~ /descent, the cabin crew is to advice the child to swallow or yawn several times or chew gum to get rid of discomforts

## **2.5 Responsibilities on arrival:**

- 2.5.1 Upon arrival the child is to be escorted by the airline's host through the airport immigration.
- 2.5.2 The airline's host is to hand over the child from immigration through baggage claim and then on to the parents/Legal guardian.
- 2.5.3 The airline's host shall ensure that the parents/guardian must carry the proof of identification which is to be verified by the airline's host
- 2.5.4 The airline shall maintain communication with the child's guardian to make sure that the appointed guardian is not late in the airport of arrival causing unnecessary distress to the child.

## **2.6 Information to the Minors:**

- 2.6.1 The airline shall ensure that the parents/guardian shall inform the following things to the child to make the journey easier:
- 2.6.2 Make sure that the child knows who will receive him at the destination
- 2.6.3 Explain the importance of their passport and tickets, and ensure they can recognize both
- 2.6.4 The unaccompanied Minor identification lanyard shall always be visible on the body of the child as it is a form of classification
- 2.6.5 Child must not leave the aircraft unattended, and must wait for the cabin crew's assistance before they exit the plane.
- 2.6.6 A small pack of light snack may be given to the child following the airline's regulation of carriage of food in flight.
- 2.6.7 Child may be given a fully charged cell-phone and a list of phone numbers-including parents/guardian and the designated person who will pick up the child at the arrival.

## **CHAPTER 3 HEALTH PROBLEMS LIKELY TO OCCUR IN FLIGHT**

As the cabin crews are trained and experienced enough about the health problems faced by the passengers especially the minors flying in commercial aircrafts and the preventive measures that have to be taken by them. Whenever the minors in-flight complain any of the following health problems, cabin crew shall guide them to take preventive measures against them:

- 3.1 Motion Sickness
- 3.2 Ear, Nose and Throat problem
- 3.3 Decompression sickness
- 3.4 Mental health
- 3.5 Cabin air quality etc.



**UNACCOMPANIED MINOR INFORMATION FORM**

**Contact details of Minor:**

Full Name ..... Surname ..... First Name .....  
Age ..... Sex ..... Passport no .....  
Country of residence ....., Home address ..... Telephone no .....

Flight No.....	Date .....	From .....	To .....
Flight No.....	Date .....	From .....	To .....
Flight No .....	Date .....	From .....	To .....

**Flight Details**

**Person Sending off at Departure**

Name .....  
Address ..... Telephone No .....

**Person Seeing off at the Transit/ Stopover Point**

Name .....  
Address ..... Telephone No .....

**Person collecting the minor at destination**

Name .....  
Address ..... Telephone No .....  
Signature for release of Minor from Airlines Custody .....

**DECLARATION OF THE PARENTS/GUARDIAN**

- I, the undersigned confirm that the liabilities of the airline will be as per the contract and as mentioned in the ticket.
2. I also confirm that I have arranged for the above mentioned minor to be accompanied to the airport of departure and to be met at stopover point and on arrival by the person named above.
  3. I certify that the minor is in possession of all travel documents as required.
  4. I further confirm that the mentioned name minor do not have any dutiable items with him, if so to be ceased by the customs and to be released later on by the parents/ legal guardian.
  5. I, the undersigned parent/guardian of the above named minor certify that all the information provided in this document are correct and true to the best of my knowledge.

**Contact details :**

Full Name ..... Surname ..... First Name .....  
Country of residence ....., Home address ..... Telephone no .....

Signature ..... Date .....