

## FAQs for double jumpseat relocation procedures

**May 5, 2020**

*All flight attendants*

Flight Service recently updated our procedures on the [temporary exemption](#) for voluntarily relocating to a customer seat from an assigned double jumpseat.

### Frequently Asked Questions

**Q: Will the gate agents downgrade a First Class customer if FA3 requests relocation from the double jumpseat on the 737 or the A321NX?**

**A:** Yes. If the flight attendant requests the relocation seat prior to customer boarding and there is no other First-Class seat available, a customer will be downgraded.

**Q: If I request to move to the relocation seat on the 737 and A321NX, will the seat next to me be empty?**

**A:** Not necessarily. If requested, the gate agent will do all possible to keep the window seat open, but there may be someone seated there. If there is a customer in the window seat who cannot be reassigned, it is up to the flight attendant to decide to sit in the customer seat or remain on the double jumpseat.

**Q: Why do we have to notify the gate agent prior to boarding if we want to relocate from a double jumpseat?**

**A:** The FA1 / Purser must do a Departure Dependability Briefing (DDB) with Airport Customer Service before the flight. This is the time to determine the flight load factor, and if you are uncomfortable sitting in the double jumpseat, to be sure the agent will block the seat and reseat customers if needed. Doing this prior to boarding eliminates delays and the need to reseat or downgrade a customer after they are settled. While DDB is done by the FA1 / Purser, any flight attendant on the crew with questions about seating or reseating customers should speak with the gate agent.

**Q: Why don't we just automatically block the seats on aircraft where double jumpseats are assigned?**

**A.** While these seats are z-blocked on seatmaps and are less likely to be reserved by customers, they will be used by agents to accommodate customers if the FA3 chooses not to relocate from the double jumpseat.

**Q: Why are the seats in the chart the only seats we can use to relocate from the double jumpseat?**

**A:** We worked closely with the FAA to achieve these temporary exemptions. These were the acceptable locations for FAA minimum crew in the event unplanned emergencies and only for taxi, take-off and landing.

**Q: Why is the exemption only in effect until June 30 when experts say we may need to continue distancing guidelines longer?**

**A:** This is the length of the exemption that was granted by the FAA. We will continue to monitor the situation and may explore an extension with the FAA if necessary.

**Q: Why can't any jumpseat qualified employee sit in the double jumpseat if it is not being used?**

**A:** To ensure we are allowing space between crew members, and as load factors have been low on most flights, we are not allowing qualified non-rev team members to occupy the double jumpseats during the exemption period.

Flight Service Policies & Procedures