



## Norse Atlantic Policy for Seat Selection Requests Outside of 30 days prior to Travel

**Effective Date:** immediately

**Scope:** This policy applies to all Trade bookings made via GDS for Norse Atlantic Airways ([FlyNorse](#)) where travel is more than 30 days prior to travel.

**Background:**

To maintain fare integrity and operational efficiency, seat selection for bookings made via GDS is restricted until within 30 days prior to departure due to system limitations.

**Policy Statement:**

**1. Seat Selection Restriction:**

- Seat selection requests for GDS bookings **outside of 30 days prior to travel** will **not be processed** by Norse Atlantic Airways or its trade partners.
- This restriction is in place to prevent the unmasking of fares, to maintain fare confidentiality and the inability due to system limitations for all GDS bookings.

**2. Customer Self-Management:**

- Customers must manage their seat selection **directly via the [FlyNorse website](#)** once the booking is within 30 days of departure.
- This ensures that the PNR remains balanced and avoids operational complications.

**3. Operational Considerations:**

- Pre-booking seats outside the 30-day window:
  - Increases workload for trade partners.



- Leaves PNRs out of balance, potentially causing:
  - Missed balance payments.
  - Delays at check-in.
  - Frustration for both customers and airport staff.

#### 4. Responsibility for PNR Management:

- Any changes to PNRs must be managed by:
  - The **travel agency**, or
  - The **customer**, via the FlyNorse website **within 30 days of travel**.

#### Communication to Customers:

Please ensure the following message is communicated clearly to customers at the time of booking:

“Seat selection for your flight will be available via the FlyNorse website starting 30 days before departure. This ensures your booking remains balanced and avoids any issues at check-in. We appreciate your understanding and cooperation”