

Sample Passenger Announcements

1. Welcome Aboard (GOM 3-1.1.15.11 Other Announcements):

“Ladies and Gentlemen, from the Flight Deck this is [Captain/FO] [name] speaking. On behalf of [Captain/FO] [name] and our FA [name], I would like to welcome you aboard United Express Flight [Flight Number], service to [destination]. {pause for a second} FA [name] is here primarily for your safety and I ask that you please follow [his/her] instructions at all times. Weather along our route is [clear/partly cloudy/cloudy] and we are expecting a [smooth/slightly bumpy] ride. {pause for a second} We appreciate your business. Please relax, sit back and enjoy your flight. If there is anything we can do to help make your flight more enjoyable, please don’t hesitate to ask. Thank you.”

2. Ground Delays, 15 to 30 minutes from Out Time, PEDs (GOM 1-3.11.7):

“Ladies and Gentlemen, from the Flight Deck this is [Captain/FO] [name] speaking. We apologize for our delay in getting airborne, we expect our ground delay to continue for approximately _____. Please feel free to use your personal electronic devices. However, they will need to be stowed prior to takeoff. We will keep you advised. Thank you.”

3. Ground Delays, 30 minutes to 1 hour from Out Time, Seat Belt (GOM 1-3.11.7):

“Ladies and Gentlemen, from the Flight Deck this is [Captain/FO] [name] speaking. We apologize for our delay in getting airborne, we expect our ground delay to continue for approximately _____. I [am turning/have turned] the Fasten Seat Belt Sign off, please feel free to unfasten your seat belts to use the lavatory and continue to use your personal electronic devices. However, you will need to stow your large personal electronic devices and be seated with your seat belt fastened prior to takeoff. We will keep you advised. Thank you.”

4. Ground Delays, Approximately every 20 minutes, (GOM 1-3.11.5):

The Flight Crew will provide passengers with updated delay status approximately every twenty (20) minutes. The announcement should include the current status, reason for the delay, forecasted weather, estimated time of departure (or arrival at gate), and any other pertinent information (including if there is no new information).

Very general sample: “Ladies and Gentlemen, from the Flight Deck this is [Captain/FO] [name] speaking. Our flight continues to be impacted by _____. The weather is forecast to be ____ and we are estimating our departure time to be ____ with ____ time en route. We apologize for the inconvenience and will keep you advised. Thank you”

5. Ground Delays, No later than 2 hours 45 minutes, Return to Gate, Seat Belt (GOM 1-3.11.7):

“Ladies and Gentlemen, from the Flight Deck this is [Captain/FO] [name] speaking. Our flight continues to be impacted by _____. Current conditions are preventing us from making a timely departure. Our objective is to get you to your destination; however, as a result of a regulatory requirement mandate, it is necessary to return to the gate or an alternate deplaning location. Please return to your seats and be sure that your seatbelts are fastened. We will have you back to the gate momentarily.”

6. During flight, Seat Belt Sign Off (14CFR 121.571(a)(2)):

Coordinate with your FA if you are going to do these.

“Ladies and Gentlemen, from the flight deck this is [CA/FO] [name] speaking. We are expecting smooth air and [will turn/have turned] the fasten seat belt sign off. However, we ask that whenever you are seated, please keep your seat belt fastened because bumpy air can occur at any time. Thank you.”

7. During flight, Seat Belt Sign On (GOM 3-1.1.15.11):

“Ladies and Gentlemen, from the flight deck this is [CA/FO] [name] speaking. We are (expecting/experiencing) bumpy air and I [am turning/have turned] the fasten seat belt sign on. Please return to your seats and securely fasten your seat belt. Remain seated. We will do our best to find smooth air as soon as possible. Thank you.”

8. In-flight, Beginning Descent PA (GOM 3-1.6.1.1):

“Ladies and Gentlemen, from the flight deck this is [CA/FO] [name] speaking. Our flight will be landing shortly, now is the time to use the lavatory or move about the cabin. Once the fasten seat belt sign is illuminated, passengers should be in their seats with their seat belts fastened until we arrive at the gate. We appreciate your business and hope to serve you again soon. Thank you.”