



## ZONE BOARDING INSTRUCTION

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**REVISION HIGHLIGHTS**

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Red text indicates that the text had been removed

Orange text indicates that the text had been revised

Green text indicates that the text newly had been added

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Article 3 has been removed. Zone boarding is not applied on Boeing type aircraft.



## ZONE BOARDING INSTRUCTION

### (1) **PURPOSE**

It is aimed to ensure that the operational process of Zone Boarding implemented by Pegasus Airlines to be in a standard manner at all stations.

### (2) **SCOPE**

It includes employees of the relevant contracted Ground Handling companies and employees of the Pegasus Airlines Ground Operations Department at all domestic / international destinations.

### (3) **RESPONSIBILITIES**

All contracted Ground Handling company employees and Ground Handling Operations Department employees are responsible for the implementation of the instructions.

### (4) **DEFINITIONS AND ABBREVIATIONS**

**Zone Boarding:** On aircraft in the boarding bridge position, first of all, the guests sitting in the back seat are taken to the plane in order to speed up the in-flight settlement of the guests.

**Hold:** The area where the load is stowed in the hold of the aircraft. When the wing of the aircraft is taken as reference, forward hold is used for the hold entrance in front of the wing and rear hold is used for the hold entrance after the wing.

### (5) **APPLICATIONS**

- (1) Zone boarding is only applied for jet-bridge position.
- (2) During the zone boarding process, passengers with seat numbers 18 and after are prioritized for boarding. Before boarding begins, announcements and instructions are made by the boarding agents, guiding passengers with seat numbers 18 and after to line up accordingly to ensure proper preparation. After the passengers in the designated group are boarded, the normal boarding process continues regardless of seat numbers.
- (3) Zone boarding is not applied if there is no load planned in the forward hold.
- (4) Zone boarding starts after the forward hold loading is finished.
- (5) Zone boarding is not applied if only rear hold loading is planned on the aircraft.
- (6) Guests with special circumstances, infants and children are admitted to the aircraft with priority regardless of seat number.
- (7) The guests who are in the queue with the seat number in the front row and refuse to leave the queue despite being directed are warned about the rule. However, if the guests insist on not leaving the queue, they will be accepted on the plane.
- (8) If the aircraft type is Airbus and the aircraft is at the bridge position, the boarding personnel starts the preparations for zone boarding without waiting for approval. The information that zone boarding will be performed is also shared with the operation staff.
- (9) The operation officer shares the information that zone boarding will be applied with the commander and cabin crew.
- (10) The operation staff checks the loading plan. If the loading has started from the forward hold before boarding, he/she gives the zone boarding approval. When boarding returns to normal and all guests are accepted to the aircraft regardless of seat number, rear hold loading is started. In simultaneous loading, the loading in the front hold must be completed first.
- (11) After the zone boarding, the guest services staff informs the operation officer that normal boarding has started. The operation officer gives loading approval for the rear hold.
- (12) If the operation officer does not consider the process and environmental factors related to loading as appropriate, he/she may request not to perform zone boarding. 15 knots (28



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km/h) and above winds and heavy and thunderous rainy weather events will not allow zone boarding.

- (13) Guests will be directed for zone boarding with announcements. Boarding staff makes the first zone boarding announcement 20 minutes before boarding starts.
- (14) Boarding staff makes the second announcement again just before boarding starts.
- (15) The last announcement is made to invite all our guests. The announcement table is attached below in both TR and EN.
- (16) While the guests are being guided by the boarding staff, the information that this application is made to facilitate the transition to the plane can be shared politely without pressure. The queue guidance of the guests can be managed with verbal warnings from time to time.
- (17) **ZONE BOARDING & TAIL TIPPING PREVENTION PROCEDURE**

Zone Boarding is a boarding method used at gate positions with jet bridges to expedite passenger seating by prioritizing those seated at the rear of the aircraft. While this process helps reduce cabin congestion, it may introduce a tail-tipping risk due to excessive weight concentration in the aft section during boarding.

To ensure a safe boarding process and mitigate the risk of tail tipping, flight and cabin crew shall follow the procedures outlined below:

- (a) The Ground Handler/Operations personnel shall inform the Commander and Cabin Crew if Zone Boarding will be applied for the flight.
- (b) Once Zone Boarding has commenced, if any signs of nose gear lift or tail tipping suspicion are detected by the Flight Crew or Ground Handler/Operations personnel they shall notify the Cabin Crew immediately.
- (c) Similarly, if the Cabin Crew detects a tail tipping event, they shall immediately inform the Commander and/or SCC, and the following actions shall be initiated without delay.

The Flight Crew shall make the following announcement via PA: "CABIN CREW, HOLD AND ADJUST BOARDING."

Upon hearing this command, the Cabin Crew shall take the following actions

- (i) Purser (SCC): Continues passenger boarding at the forward section to increase nose weight.
- (ii) Cabin Crew 2: Moves to row 15 and prevents passengers from proceeding further aft.
- (iii) Cabin Crew 3: Moves to row 20 and prevents passengers from proceeding further aft.
- (iv) Cabin Crew 4 (for A321 aircraft): Moves to row 25 and prevents passengers from proceeding further aft.

If a tail tipping risk persists, the Flight Crew may request weight adjustments before resuming boarding. The Ground Handler/Operations personnel shall be informed if further action is required.

Passenger flow in the aisle shall remain adjusted until the Flight Crew announces via PA: "CABIN CREW, RESUME BOARDING."



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	TR	EN
<b>1. ANONS BOARDING BAŞLAMADAN 20 DK ÖNCE</b> <b>1. ANNOUNCEMENT 20 MINUTES BEFORE BOARDING START</b>	<p>Lütfen Dikkat, Değerli Misafirlerimiz, Pegasus Hava Yolları'nın seferi 10 dakika içinde kalkış için hazır olacaktır. Öncelikle bebekli, çocuklu ailelerle, yardıma ihtiyaç duyan misafirlerimizi biniş için davet etmekteyiz. Lütfen biniş kartlarınızı ve seyahat dokümanlarınızı hazır bulundurunuz. Uçak içerisine geçişinizi kolaylaştırmak adına: Öncelikle koltuk numarası <b>"18 ve sonrasında"</b> olan misafirlerimizi kapıya davet ediyoruz. Daha sonra koltuk numarası <b>"1 ile 17"</b> arasında olan misafirlerimiz uçağa kabul edilecektir.</p> <p>İyi uçuşlar dileriz.</p>	<p>Attention Passengers, Your Pegasus Airlines' flight will be ready for departure in 10 minutes. First, we invite families with babies and children and our passengers who need assistance to board. Please have your boarding passes and travel documents ready. To help the boarding process: We first invite passengers sitting in rows <b>18 and above</b> to board. Next, passengers sitting in rows <b>1 to 17</b> will be invited to board.</p> <p>We wish you a pleasant flight.</p>
<b>2. ANONS BOARDING BAŞLADIĞINDA</b> <b>2.ANNOUNCEMENT DURING BOARDING START</b>	<p>Lütfen Dikkat Değerli Misafirlerimiz, Uçağa alım başlamıştır. Öncelikle koltuk numarası 18 ve sonrası olan misafirlerimizi kabul edeceğimizi hatırlatırız.</p>	<p>Attention Passengers, Boarding has begun. We first invite passengers sitting in rows 18 and above to board.</p>
<b>3. ANONS MİSAFİR ALIM SONRASI</b> <b>3. ANNOUNCEMENT AFTER FIRST PASSENGER</b>	<p>Değerli Misafirlerimiz, Uçağa alım için tüm misafirlerimizi kapıya bekliyoruz.</p>	<p>Dear Passengers, We welcome all passengers to the gate for boarding.</p>

End of Section