

KİME	: STATIONS
KİMDEN	: GROUND OPERATIONS
YAYIN TARİHİ	: 24.05.2023
KONU	: ABOUT BOARDING CLOSURE TIME

Dear Colleagues,

As of June 1, 2023, boarding will end 20 minutes before the flight time for all our domestic and international flights. With this change, we aim to increase our On Time Performance rate by closing the doors of our aircrafts as early as possible.

It is very important to inform our guests that the boarding gates close 20 minutes before the flight time on our flights (especially for the flights, on standby and early arrived) as long as the schedule allows. Especially during check-in process, our guests should be informed at the check-in counter that the boarding gates will close 20 minutes before the flight time.

Frequently Asked Questions:

Our flight arrived on schedule, but the boarding time is not suitable for closing the gate 20 minutes early, what should I do?

The 20 Minutes application will be valid for available flights. Of course, not all of our flight schedules will be suitable for closing 20 minutes early. However, when there are conditions (especially on aircraft that are on standby and have arrived early) where the gates may close early, efforts should be made to close the boarding gate 20 minutes before the flight time.

If there are too many unboarded passenger 20 minutes before the departure, what should I do?

Our aim is to close our aircraft as early as possible, but in case of exceeding the LMC limits, **it would be appropriate to wait for a reasonable period of time for the remaining guests**, since preparing new loadsheets will cause a waste of time. If there are few unboarded guests with baggage, offloading guest can be done if it will not take too long to find the baggage. This decision should be managed during the boarding process. In order not to leave guests; announcements should be made at the boarding and guests should be informed at the counter beforehand.

Have the guests been informed that the boarding doors will close 20 minutes before?

Information is provided on the ticket invoices of the guests, general rules on the website, online check-in page, flight assistant publishing submissions and information at the back side of boarding card.

Note: New edition boarding card can be used after the old cards are finished. Please control the boarding card stock and request from stationery.request@flypgs.com.

Please kindly share and inform the related staff.

GROUND OPERATIONS