



































AIRLINE	PEGASUS AIRLINES Official web-site: http://www.flypgs.com
Pegasus Airlines Ground Operation PBS Head Office Contacts (For Handling)	<p>Pegasus Baggage Service</p> <p>Fax: +90 216 560 70 77 Tel: +90 216 560 72 26 E-mail: PBS@flypgs.com</p> <hr/> <p> Turkey 0888 228 12 12 *</p> <hr/> <p> Cyprus 0090 850 250 6777</p> <hr/> <p> Germany 0 69120063505 <small>(0,20 €/Anruf aus dem dt. Festnetz, Mobilfunk max. 0,60 €/Anruf.)</small></p> <hr/> <p> UK 0 3333003555</p> <hr/> <p> France 0 170060140</p> <hr/> <p> Italy 0 645226934**</p> <hr/> <p> Spain 34 91 833 60 01</p> <hr/> <p> Netherlands 0 202626924</p> <hr/> <p> Norway 21959265</p> <hr/> <p> Denmark 78774491</p> <hr/> <p> Sweden 0 840308782</p> <hr/> <p> USA 0090 850 250 67 77</p> <hr/> <p> Canada 0090 850 250 67 77</p> <hr/> <p> United Arab Emirates 00971 4 3578128</p>

**Call Centre Contact
details: Ref: Official
e-mail
(For Guest)**

	Abu Dhabi	00971 02 6770678
	Switzerland	0 445510018
<small>(Fr. 0.36/Min. ab Festnetz, Fr. 0.36/min. à partir d'une ligne fixe , Fr. 0.36/min. da un telefono fisso)</small>		
	Lebanon	00 961 1 369 869
	Ukraine	0038 0800 505 510
	Georgia	00995 32 2 40 00 40
	Romania	00 40 21 307 91 75
	Iraq	00 964 750 895 50 20
	Iraq (Suleymaniye)	00 964 773 026 80 08
	Kosovo	00 381 38 225 810 PBX
	Kazakhstan	007 727 2731717
	Austria	0 12675322
	Israel	0 37208299
	Kuwait	00 965 22447709
	Bahreyn	00973- 17212033
	Qatar	00974 44421807 / 44420961
	Azerbaijan	+994 12/70/55/50 5980598
	Egypt	+2 0100 6038901/ +2 0100 0068070 Hurghada/ Sharm El-Sheikh
	Russia	+7 4996092878
	Iran	+98 21 26407529
	Greece	+30 210 32 44 453
	Other Cities	0090 850 250 67 77

Contact : <https://www.flypgs.com/en/write-to-us>

Online Library (AHM-GOM, PBS GOM, Info letter, etc.)	https://document.flypgs.com/ for detailed info. Contact GROUNDQUALITY@flypgs.com
World Tracer web for guest;	http://www.flypgs.com => USEFUL INFO => TRACK BAGGAGE
IATA – L&F System	<p>Pegasus Airlines is a member of World Tracer System and for first authorization please contact with PBS. Your World Tracer System member code should be informed to us and DSS screen should be updated by HDQPC.</p> <p>If station don't have world tracer please fill manual PG-TH-FR-057 Property Irregularity Report and sent email to PBS@flypgs.com</p>
INFORMATION LETTER FOR DAMAGE&DELAYED BAGGAGE PG-TH-BK-002	<p>Give information letter to guest after PIR report Info letter should be downloaded from online library.</p>
Limited Release Tag – LRT shall be used for:	<p>When passenger baggage is;</p> <ol style="list-style-type: none"> a. Not properly packed b. Contains perishable or fragile goods c. Last minutes check-in d. ZAMZAM gallons and liquid containing package or baggage e. Security collected items (check baggage bag) f. Oversized or heavy hand luggage collected at boarding g. All special equipment excluding Baby stroller and Wheelchair <p>**** Please don't prepare DAMAGE REPORT if the guest have LRT, because liability does not accepted ****</p>
Complaints for Minor Damage Ref: Official web-site and PG-TH-BK-003	<p>Pegasus Airlines accepts NO responsibility for damage caused by any of the following:</p> <ul style="list-style-type: none"> • Minor abrasions, holes or tears • Light amount of damp or wetness • Damage or loss of protruding parts, including straps, pockets, pull handles, hangar hooks, wheels, external locks, safety straps and zipper strips • Damage to the luggage's resulting from the type of luggage used, existing damage on the luggage • Damage caused by items not packed well enough (fragile items) or by excessive heaviness • Items categorised as LRT (Limited Release Tag) <p>**** Pegasus Airlines does not accept report about minor damages****</p>
Courtesy Report	<p>Pegasus Airlines does not accept any liability If the guests could not show Bag Tag numbers. Courtesy report should be prepared and all details should be noted into the World Tracer system</p>
Creation AHL Report Ref: PBS Manual	<p>Please remind the lost and found office, to pay attention to the following issues.</p> <ol style="list-style-type: none"> 1- The station which made the report need to give the importance to the files and search the reports at the first five days 2- At the first five days search the reports by system and send to PXF,TTY message every day 3- It needs to call the guest to inform and necessarily write the interviews as free format text of FF into the system 4- During creation report PG-TH-FR-014 List of Contents Inhaltsliste should be filled by the passenger and PG-TH-FR-014 List of Contents Inhaltsliste should be input to the system immediately by Lost 5- If the bag found, it should be noted into the system, how and when the bag found,

	where the bag found, how delivered to passenger and close the files. If the baggage is to be delivered at the airport, Guest Baggage Delivery Form (PG-TH-FR-020) must be completed in full and signed.
DPR Report	Don't forget to write bag damage details, brand name ,bag price, years , Kg
OHD Report	OHD report should be prepared immediately and enter the content details of bag into the system, If the owner of the baggage is identified, it must be delivered to the passenger at the airport, and the Passenger Baggage Delivery Form (PG-TH-FR-020) must be completed in full and signed, if the baggage has still not been found after 5 days, sent LZ bags to Saw Head Office storage after 5 days with the rush tag and FWD msg.
FWD Report	FWD message should be create immediately If the baggage left at your station and advise to Pegasus Baggage Service
Found Items On Cabin Ref: Unattended Luggage Form PG-TH-FR-058	All items shall be entered in the register of found properties (RFP) in the "World Tracer System" and shall be stored until the end of the actual month at the station. After a month found properties should be sent as Rush bag to HDQ and e-mail PBS@flypgs.com with total containing list PG-TH-FR-013 and PG-TH-FR-058 Cabin Found Property Form .
RUSH Bags Carriage can perform:	Additional fee will charge for other airlines rush bags. All bags will be weighed accurately and passed from security control. Allowance for acceptance will be taken from guestcontrol@flypgs.com and PBS@flypgs.com . Please contact to GCC for detail information.
PXF Address	Pegasus Airlines handling suppliers contact detail addresses can be reached on WT system.
Delivery Service	Please check your main agreement with Pegasus Airlines for baggage delivery transport way. Contact with PBS@flypgs.com for details