



## Ground Operations

### ZONE BOARDING TALİMATI

Doküman No:	PG-YI-TL-014
Revizyon No:	1
Revizyon Tarihi:	19.06.2023
Sayfa No:	1 / 2

#### 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

- Zone boarding is performed if the number of passengers is more than 150 guests for flights in the boarding bridge position.
- In zone boarding, the first 45 guests with seat number 18 and later are taken on board with priority. After 45 guests, the normal boarding process continues regardless of the seat number.
- Zone boarding is not applied on Boeing type aircraft.
- Zone boarding is not applied if there is no load planned in the forward hold.
- Zone boarding starts after the forward hold loading is finished.
- Zone boarding is not applied if only rear hold loading is planned on the aircraft.
- Guests with special circumstances, infants and children are admitted to the aircraft with priority regardless of seat number.
- 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.
- If the number of passengers of the related flight is over 150, 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.
- 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.
- After the first 45 guests in 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.

Hazırlayan	Kontrol Onayı	Yürürlük Onayı
Senior Ground Operations Specialist	EYS Onay Ekibi Deputy VP- Ground Operations Kalite Uyumluluk Onay Ekibi	EVP - Ground Operations



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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. 25 knots (46 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 10 minutes before boarding starts.
14. Boarding staff makes the second announcement again just before boarding starts.
15. After 45 guests, 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.

	TR	EN
<b>1. ANONS BOARDING BAŞLAMADAN 10 DK ÖNCE 1. ANNOUNCEMENT 10 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.</p> <p>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.</p> <p>Daha sonra koltuk numarası <b>"1 ile 18"</b> arasında olan misafirlerimiz uçağa kabul edilecektir.</p> <p>Sivil Havacılık kuralları gereği koltuğunuzun altında veya baş üstü dolaplarına sığabilecek şekilde bir parça kabin bagajı taşımanıza izin verilmektedir. Uygun olmayan bagaj işlemlerinizi için yer personelimiz yardımcı olacaktır. 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 18</b> will be invited to board. In accordance with Civil Aviation rules, you are allowed to carry one piece of cabin baggage that can fit under your seat or in the overhead lockers. Our ground staff will assist you with any unsuitable baggage. We wish you a pleasant flight.</p>
<b>2. ANONS BOARDING BAŞLADIĞINDA 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 45 MİSAFİR ALIM SONRASI 3. ANNOUNCEMENT AFTER FIST 45 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>

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