





























































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>																																													
Call Centre Contact details: Ref: Official e-mail (For Guest)	<table border="0"> <tr> <td data-bbox="459 600 491 622"></td> <td data-bbox="523 600 608 622">Turkey</td> <td data-bbox="1219 600 1449 622">0888 228 12 12 *</td> </tr> <tr> <td data-bbox="459 689 491 712"></td> <td data-bbox="523 689 608 712">Cyprus</td> <td data-bbox="1193 689 1449 712">0090 850 250 6777</td> </tr> <tr> <td data-bbox="459 779 491 801"></td> <td data-bbox="523 779 635 801">Germany</td> <td data-bbox="1241 779 1449 801">0 69120063505</td> </tr> <tr> <td colspan="3" data-bbox="459 824 1007 846"><small>(0,20 €/Anruf aus dem dt. Festnetz, Mobilfunk max. 0,60 €/Anruf.)</small></td> </tr> <tr> <td data-bbox="459 913 491 936"></td> <td data-bbox="523 913 560 936">UK</td> <td data-bbox="1257 913 1449 936">0 3333003555</td> </tr> <tr> <td data-bbox="459 1003 491 1025"></td> <td data-bbox="523 1003 608 1025">France</td> <td data-bbox="1273 1003 1449 1025">0 170060140</td> </tr> <tr> <td data-bbox="459 1093 491 1115"></td> <td data-bbox="523 1093 576 1115">Italy</td> <td data-bbox="1241 1093 1449 1115">0 645226934**</td> </tr> <tr> <td data-bbox="459 1182 491 1205"></td> <td data-bbox="523 1182 592 1205">Spain</td> <td data-bbox="1235 1182 1449 1205">34 91 833 60 01</td> </tr> <tr> <td data-bbox="459 1272 491 1294"></td> <td data-bbox="523 1272 671 1294">Netherlands</td> <td data-bbox="1273 1272 1449 1294">0 202626924</td> </tr> <tr> <td data-bbox="459 1361 491 1384"></td> <td data-bbox="523 1361 608 1384">Norway</td> <td data-bbox="1315 1361 1449 1384">21959265</td> </tr> <tr> <td data-bbox="459 1451 491 1473"></td> <td data-bbox="523 1451 635 1473">Denmark</td> <td data-bbox="1315 1451 1449 1473">78774491</td> </tr> <tr> <td data-bbox="459 1541 491 1563"></td> <td data-bbox="523 1541 608 1563">Sweden</td> <td data-bbox="1273 1541 1449 1563">0 840308782</td> </tr> <tr> <td data-bbox="459 1630 491 1653"></td> <td data-bbox="523 1630 576 1653">USA</td> <td data-bbox="1187 1630 1449 1653">0090 850 250 67 77</td> </tr> <tr> <td data-bbox="459 1720 491 1742"></td> <td data-bbox="523 1720 608 1742">Canada</td> <td data-bbox="1187 1720 1449 1742">0090 850 250 67 77</td> </tr> <tr> <td data-bbox="459 1809 491 1832"></td> <td data-bbox="523 1809 778 1832">United Arab Emirates</td> <td data-bbox="1219 1809 1449 1832">00971 4 3578128</td> </tr> </table>		Turkey	0888 228 12 12 *		Cyprus	0090 850 250 6777		Germany	0 69120063505	<small>(0,20 €/Anruf aus dem dt. Festnetz, Mobilfunk max. 0,60 €/Anruf.)</small>				UK	0 3333003555		France	0 170060140		Italy	0 645226934**		Spain	34 91 833 60 01		Netherlands	0 202626924		Norway	21959265		Denmark	78774491		Sweden	0 840308782		USA	0090 850 250 67 77		Canada	0090 850 250 67 77		United Arab Emirates	00971 4 3578128
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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"> Not properly packed Contains perishable or fragile goods Last minutes check-in ZAMZAM gallons and liquid containing package or baggage Security collected items (check baggage bag) Oversized or heavy hand luggage collected at boarding 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"> The station which made the report need to give the importance to the files and search the reports at the first five days At the first five days search the reports by system and send to PXF,TTY message every day

	<p>3- It needs to call the guest to inform and necessarily write the interviews as free format text of FF into the system</p> <p>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</p> <p>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.</p>
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, 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-DO-FR-052	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 and PG-DO-FR-052 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