

Dear Passengers,

- This information has been prepared with reference to the passenger rights regulations which are applicable on journeys operated by Pegasus Airlines in Turkey, the European Union, the United Kingdom and other relevant national and international civil aviation jurisdictions. It aims to inform you of the rights you are entitled to in the following circumstances:
  - when you are denied boarding except in the situations permitted by statutory regulations or
  - your flight is cancelled or
  - your flight is delayed and takes place later than scheduled (this includes delays due to your aircraft landing in a different location than the one scheduled and missing a connecting flight)
- To be eligible for these rights, you must have a valid ticket for the relevant Pegasus Airlines flight and must be at pre-flight security control: at least 45 minutes before the scheduled departure time for domestic scheduled flights; at least 60 minutes before the scheduled departure time for international scheduled flights; and within the check-in times stated by Pegasus Airlines for charter flights.
- The services outlined here may be delivered to you by Pegasus Airlines, or tour operators or ground crew authorised to act on behalf of Pegasus Airlines.
- Pegasus Airlines gives priority to unaccompanied children, people with disabilities or restricted mobility, together with their companions and guide dogs certified to accompany passengers in this category. This applies to both carriage and the provision of other services.
- There is only one service class in all journeys operated by Pegasus Airlines. Therefore, passengers will not be offered a difference service class to the one they have made a reservation for.

#### **IMPORTANT WARNINGS AND EXEMPTIONS**

- Passengers who are not allowed to board their flight for justifiable reasons such as health, safety, security or not having appropriate travel documents do not qualify for the rights specified here.
- Compensation is not paid by our airline if flight disruptions occur, despite our airline taking all precautions, due to exceptional circumstances. Exceptional circumstances may arise when operations are affected by political instability, unsuitable meteorological conditions for the flight, natural disasters, security risks, unexpected flight safety issues, strikes, air traffic and airport restrictions.
- Pegasus Airlines takes no responsibility for not being able to contact passengers if, despite their contact details being requested, the information is not provided or is incorrect.

We thank you for your understanding,

**Pegasus Airlines**

#### **COMMUNICATION AND COMPLAINTS MANAGEMENT**

If you are not satisfied with the rights and services you have been offered within the scope of this information bulletin:

- We request you in the first instance to make your complaint or request to our service provider in your location. Please remember that this is the quickest way to find a resolution to your issues.
- If you feel that your complaint or request has not been handled in a satisfactory manner, please write to us using the contact form on our website <https://www.flypgs.com/bize-yazin>. Alternatively, you can make your complaint or request by contacting our call centre on the numbers listed on this page. Please include:
  - A short summary of your complaint or request,
  - Your flight date, flight number, and reservation number (PNR),
  - Please provide this information so that we can investigate the copies of the relevant documents and details of the services you received in relation to the flight disruptions. We request that you keep a copy of each relevant document for a reasonable amount of time until the matter has been resolved in a manner that is satisfactory for you.
- If you have sent a complaint or request in relation to the flight disruptions outlined in this document and you feel that the response has been inadequate, or that the matter is still unresolved, or if you do not receive any response within 10 days, you can submit your complaint to the Turkish Ministry of Transport, Maritime Affairs and Communications Civil Aviation Head Office passenger rights section (<http://yh.shgm.gov.tr/>).
- The authorities responsible for the implementation of the passenger rights specified here in relation to Pegasus flights departing from EU member states have been listed for each country. You can submit complaints or requests to the appropriate organisation if you feel dissatisfied with the resolution you have received from us. They can be contacted by the links following the list of National Enforcement Bodies [https://ec.europa.eu/transport/sites/transport/files/2004\\_261\\_national\\_enforcement\\_bodies.pdf](https://ec.europa.eu/transport/sites/transport/files/2004_261_national_enforcement_bodies.pdf)  
 Authority responsible for the UK is UK Civil Aviation Authority <https://www.caa.co.uk/Our-work/About-us/Contact-us/>."

#### **PASSENGER RIGHTS CONTACT DETAILS**

Turkey - Flight Disruptions	0850 250 6702
Germany **	0049 21197539025
Austria	0043 12675322
Azerbaijan	00994 12 5980598
Bahrain	00973 17212033
United Arab Emirates	00971 4 3578128
Abu Dhabi	00971 02 6770678
Denmark	0045 78774491
France	0033 170060140
Georgia	00995 32 2 40 00 40
The Netherlands	0031 202626924
Iraq	00964 750 895 50 20
Iraq (Sulaymaniyah)	00964 7827818749
United Kingdom	0044 3333003555
Israel	00972 37208299
Sweden	0046 840308782
Switzerland ***	0041 445510018
Italy	0039 0645226934
Qatar	00974 44421807
	00974 44420961
Kazakhstan	0077019881918
Kosovo	00381 38 225 810
Kuwait	00965 22447709
Lebanon	00961 1 369 869
Egypt	0020 1006038901
	0020 1000068070
Egypt (Cairo)	0020 1006018625
Norway	0047 21959265
Romania	0040 21 375 91 75
	00 (40) 21 315 13 59
Russia	007 84996092878
Ukraine	0038 0800 505 510
Greece	0030 210 32 44453
Turkish Republic of Northern Cyprus & Other Countries	0090 850 250 6777

\* Landline €0.20 per minute, Mobile € 0.60 per minute

\*\* Landline CHF 0.36 per minute

\*\*\* Open: Monday-Friday 09:00 – 13:00 and 14:00 – 18:00.

**TABLE-1. CANCELLED FLIGHTS PASSENGER RIGHTS TABLE**

Complimentary Services and Compensation Rights	Details				
	The Delay Time Calculated Over Departure Time				
	Between 15 Minutes and 1 Hour	Between 1 and 2 Hours	Between 2 and 3 Hours	Between 3 and 5 Hours	5 Hours and Over
<b>Advanced Notification</b> Including information about possible alternative travel options	✓	✓	✓	✓	✓
<b>Communication Assistance</b> Two free phone calls with no time limitation, fax or email service.			✓	✓	✓
<b>Complimentary Provisions</b> Hot/cold drinks in reasonable quantities			✓	✓	✓
<b>Complimentary Provisions</b> Breakfast or meal depending on time of day				✓	✓
<b>Complimentary Provisions</b> Additional hot/cold drinks and light snacks					✓
<b>Accommodation Rights</b> Rights to accommodation are applicable in the situations specified	<p>(1) Offered in situations where overnight accommodation for one or more nights becomes necessary or when the passenger needs additional accommodation.</p> <p>(2) In addition, daytime accommodation is offered for elderly, sick or disabled passengers.</p> <p>(3) Passengers who take advantage of complimentary accommodation must travel on the first flight offered.</p> <p>(4) In situations where entrance to a country is not possible due to border crossing rules, service is offered to passengers in the transit lounge or in the hotel facilities available at the airport concerned.</p>				
<b>Reimbursement and Re-routing Rights</b> Passengers have the right to choose from the specified options	<p>(1) In situations where there is no longer any point in the passenger taking the disrupted leg or legs to complete their journey: reimbursement of the entire ticket at the purchase price within seven days, either in cash, by bank transfer, banker's draft or cheque, or in the form of travel vouchers and/or other services if the signed consent of the passenger is received. Additionally, the provision of a flight back to the passenger's first point of departure, at the first opportunity, is offered free of charge.</p> <p>(2) Provision of an alternative route to the passenger's final destination at the first opportunity and under comparable carriage conditions.</p> <p>(3) Provision of an alternative route to the final destination under comparable carriage conditions at a later date agreeable for the passenger and depending on seat availability.</p>				
<b>Transport Rights</b>	Transport between the airport and accommodation (hotel or similar) and, if necessary, land transport between two airports serving the same city or region or between the airport and final destination, or reimbursement of evidenced transports costs up to a reasonable amount.				
<b>Compensation</b> With the exception of situations considered to be exceptional circumstances (force majeure), in the situations described in the details sections, the compensation amounts stated in the Table 3 Compensation Rights section can be claimed. Please contact us to make your claim.	<p>(1) Situations where the passenger has not been informed of the cancellation at least two weeks before their planned travel date.</p> <p>(2) Situations where the passenger is notified of the cancellation between two weeks and seven days before the planned travel time and an alternative route cannot be offered that allows them to depart no more than two hours before their planned travel time and reach their final arrival destination no more than four hours after their planned arrival time.</p> <p>(3) If the passenger is notified of the cancellation less than seven days before the scheduled departure time and an alternative route cannot be offered that allows them to depart no more than one hour before their planned travel time and reach their final arrival destination no more than two hours after their planned arrival time.</p>				

**TABLE-2. DELAYED FLIGHTS PASSENGER RIGHTS TABLE**

Complimentary Services and Compensation Rights	Details				
	The Delay Time Calculated Over Departure Time				
	Between 15 Minutes and 1 Hour	Between 1 and 2 Hours	Between 2 and 3 Hours	Between 3 and 5 Hours	5 Hours and Over
<b>Advanced Notification</b> Including information about possible alternative travel options	✓	✓	✓	✓	✓
<b>Communication Assistance</b> Two free phone calls with no time limitation, fax or email service.			✓	✓	✓
<b>Complimentary Provisions</b> Hot/cold drinks in reasonable quantities			✓	✓	✓
<b>Complimentary Provisions</b> Breakfast or meal depending on time of day				✓	✓
<b>Complimentary Provisions</b> Additional hot/cold drinks and light snacks					✓
<b>Accommodation Rights</b> Rights to accommodation are applicable in the situations specified	<p>(1) Offered in situations where overnight accommodation for one or more nights becomes necessary or when the passenger needs additional accommodation.</p> <p>(2) In addition, daytime accommodation is offered for elderly, sick or disabled passengers.</p> <p>(3) Passengers who take advantage of complimentary accommodation must travel on the first flight offered.</p> <p>(4) In situations where entrance to a country is not possible due to border crossing rules, service is offered to passengers in the transit lounge or in the hotel facilities available at the airport concerned.</p>				
<b>Reimbursement and Re-routing Rights</b> Only applicable on journeys delayed for five hours and over	In situations where there is no longer any point in the passenger taking the disrupted leg or legs to complete their journey: reimbursement of the entire ticket at the purchase price within seven days, either in cash, by bank transfer, banker's draft or cheque, or in the form of travel vouchers and/or other services if the signed consent of the passenger is received. Additionally, the provision of a flight back to the passenger's first point of departure, at the first opportunity, is offered free of charge.				
<b>Transport Rights</b>	Transport between the airport and accommodation (hotel or similar) and, if necessary, land transport between two airports serving the same city or region or between the airport and final destination, or reimbursement of evidenced transports costs up to a reasonable amount.				
<b>Compensation</b> With the exception of situations considered to be exceptional circumstances (force majeure), in the situations described in the details sections, the compensation amounts stated in the Table 3 Compensation Rights section can be claimed. Please contact us to make your claim.	<p>(1) Whenever there is no legal obligation to the contrary, compensation requests for delayed flights are evaluated according to Turkish Civil Aviation legislation.</p> <p>(2) In accordance with the Regulations on the Rights of Air Passengers (<a href="#">SHY-YOLCU</a>) published by the Civil Aviation General Directorate, you do not have the right to compensation for delayed flights.</p> <p>(3) Claims relating to passengers who board a flight in the European Union member states are compensated in accordance with EC 261/2004. For passengers who board a flight in the United Kingdom, the specific provisions of the Air Passenger Rights and Air Travel Organisers' Licensing Amendment Regulations 2019 will take precedence.</p>				

## TABLE-3. COMPENSATION TABLE (VALID FOR THE CIRCUMSTANCES IN THIS DOCUMENT THAT REFER TO THE TABLE)

\*Flights departing from the UK

Pegasus Airlines is not liable to pay compensation in situations where it is verified that the circumstances leading to the flight disruption resulted from exceptional circumstances (force majeure).			
Flights	FULL COMPENSATION	REDUCED COMPENSATION	
	You are entitled to claim the compensation amounts below, which are calculated according to the distance of the flight and whether it is domestic or international, if you are denied boarding in the situations that refer to this table in Table-1, Table-2 and the denial of boarding section below.	Compensation you are entitled to is reduced by 50% with respect to the durations below and calculated according to the difference between the actual arrival time at the final destination and the planned scheduled arrival time.	Reduced Compensation
(a) International flights of 1,500 km or less	€ 250 * 220GBP	2 hours and under	€ 125
(b) International flights between 1,500 km and 3,500 km	€ 400 * 350 GBP	3 hours and under	€ 200
(c) International flights between of over 3,500 km	€ 600 * 520 GBP	4 hours and under	€ 300
(d) Domestic flights	€ 100	2 hours and under	€ 50

### About Compensation Payments:

- (1) Compensation claims cannot be processed at the airport. Please contact us using the contact details listed on the first page.
- (2) The Republic of Turkey Central Bank's buying rate of exchange on the day when the ticket was paid for is used as a base when calculating the conversion between Turkish lira and euro.
- (3) Compensation payments are made by bank transfer. Please contact us if you want to request an alternative method of payment. With the signed agreement of the passenger, it can also be paid in the form of travel vouchers or other services.

### Denial of Boarding:

If you are denied boarding, except in situations permitted by statutory regulations, the rights stated in Table-1 are applicable in accordance with the conditions below.

- (1) If the air carrier operating the flight foresees the necessity to deny boarding to passengers, they will firstly make an announcement in order to find volunteers willing to change their flight reservation in return for benefits to be agreed between the passenger concerned and the air carrier; they also assist volunteers in accordance with the provisions described in Table-1. This assistance is offered in addition to the benefits stipulated in this paragraph.
- (2) If there are not enough volunteers to allow all remaining passengers with a reservation to board the aircraft, the air carrier operating the flight may deny boarding to passengers against their will.
- (3) If passengers are not allowed to board the flight, the airline responsible for the flight is obligated to provide immediate compensation for any losses and give passengers any help they need in accordance with the applicable passenger rights regulations.