

PEGASUS AIRLINES-GROUND OPERATIONS "QUICK REFERENCE"			
* CONTACT INFORMATION *			
PROCESS	UNIT	GROUP E-MAIL	PHONE
Official website	PEGASUS	https://www.flypgs.com	
Electronic library for all documents	DOCLIB	https://document.flypgs.com	
All types of problems affecting on-time departure performance, immediate ground operational problems, flight disruptions, passenger service rights, their coordination, incidents and accidents on the ground (7/24).	GUEST CONTROL CENTER-GCC 7/24	guestcontrol@flypgs.com SITA: ISTFPPC	ACİL: +90 533 716 1308 GCC-UKU (Flight Control) + 90 216 560 7220 + 90 216 560 7221 GCC-MKU (Guest Control) + 90 216 560 7206 + 90 216 560 7455 GCC-DCS (DCS Control) + 90 216 560 7222 + 90 216 560 7129
Travel documents, INAD, DEPA procedures Passengers who are denied boarding due to travel document violations must be complete the " Potentially Disruptive Passenger Information Form", submit it to the cabin crew and email it to inad@flypgs.com .	PEGASUS VISA	pegasusvisa@flypgs.com INAD,DEPA,Travel document inad@flypgs.com	+90 216 560 7208 +90 530 108 2171
DCS	PEGASUS DCS	dcsgroup@flypgs.com guestcontrol@flypgs.com	+ 90 216 560 7222 + 90 216 560 7129
Load Sheet	LOAD OFFICE	sawload@flypgs.com	+90 535 045 6496
Reservation List (PNL)	PNL	pnl@flypgs.com guestcontrol@flypgs.com	+ 90 216 560 7222 + 90 216 560 7129
Baggage services (lost &found, left behind, expedite rush, damage etc.) issues:	PEGASUS BAGGAGE SERV	pbsmerkez@flypgs.com	+90 216 560 7542
Excess Baggage Rates & SSR Fares:	XBAG	xbag@flypgs.com GROUNDADMIN@flypgs.com	+90 216 560 7203
Cargo	7/24 SAW WCS OPERATIONS	opspgs@wcs-turkey.com pegasuscargo@flypgs.com	+90 216 585 5983 +90 549 827 5340
Stations - corrective/preventive actions, inspections, station specific operational issues	AREA-NETWORK	area.auditors@flypgs.com	+90 216 560 7209
Instructions, procedures, manuals (GOM) and Management Systems	DOCUMENTATION	ground.doc@flypgs.com	+90 216 560 7206 +90 216 560 7455
Training issues (planning, requirements, demands etc.)	TRAINING	groundtraining@flypgs.com	+90 216 560 7704
Providing Pegasus stationary, material, document, tool etc.. Stations must have stocks that will meet the needs for a minimum of 15 days. If it falls below, a request shall be made at stationery.request@flypgs.com	STATIONARY	stationery.request@flypgs.com	+90 216 560 7201
AHM 560 revisions, load control data, load control limits, test load sheets:	AHM560	AHM560@flypgs.com	+90 216 560 7253
Ground handling agreements	CONTRACTS	HANLINGCONTRACTS@flypgs.com	+90 216 560 7370
ATTENTION! Pegasus Ground Operations Contacts Chart- Please Do not give the numbers to the passengers! These contacts are for the communication between process owners (Pegasus, suppliers, 3rd parties, but not for the passengers!)			
USING OF SECURITY AND IRREGULARITY FORMS / NOTIFICATIONS			
CASE TYPE	FORM NO	FORM NAME	E-MAIL TO SEND
INAD Passengers	PG-GU-FR-011	POTENTIALLY DISRUPTIVE PASSENGER INFORMATION FORM	INAD@flypgs.com guestcontrol@flypgs.com
For passengers denied boarding due to violation of the rules regarding travel documents, INAD, DEPA and convicted passengers	PG-GU-FR-011	POTENTIALLY DISRUPTIVE PASSENGER INFORMATION FORM	INAD@flypgs.com guestcontrol@flypgs.com
Escorted Persons in Lawful Custody	PG-GU-FR-011	POTENTIALLY DISRUPTIVE PASSENGER INFORMATION FORM	security@flypgs.com guestcontrol@flypgs.com
Unruly Passenger on aircraft, check-in, boarding in any status	PG-GU-FR-009	PASSENGER IRREGULARITY REPORT FORM	security@flypgs.com guestcontrol@flypgs.com
It is issued for flight disruptions such as delay, cancellation, denied boarding, divert, missed connection, etc. and sent to the GCC unit as an e-mail.	PG-DO-FR-040	GROUND OPERATIONS - IRREGULARITY SRVICE FORM	guestcontrol@flypgs.com
Operational accidents, near misses and all incidents that threaten safety are reported using the GSIR form.	PG-DO-FR-020	GROUND IRREGULARITY AND SAFETY REPORT	guestcontrol@flypgs.com ground.doc@flypgs.com occductychief@flypgs.com mcc@flypgs.com
Accidents, incidents, safety and loading non-compliances, DGR related spills, leaks, contamination, etc. during the carriage of DGR as cargo.	PG-DO-FR-014	DGR OCCURENCE REPORT	guestcontrol@flypgs.com ground.doc@flypgs.com
Bomb warnings	PG-GU-FR-007	BOMB WARNING FORM	security@flypgs.com ; guestcontrol@flypgs.com ; OCCDUTYCHIEF@flypgs.com
ATTENTION! * The PG-GU-BK-008 (DGR Image) INFORMATION CARD ON PROHIBITED SUBSTANCES IN FLIGHT AND HAND LUGGAGE shall be made available at check-in counters, kiosks, baggage claim, boarding areas and ticket counters in locations visible to passengers. The image is available on request from stationery.request@flypgs.com.			
ATTENTION!** During the check-in process, passengers shall be asked the necessary questions about hazardous substances and be reminded of the limits by referring to the hazardous substance tables at the check-in counters (portable electronic devices containing lithium batteries, spare batteries, luggage containing lithium batteries, etc.). It is forbidden to carry damaged, defective or recalled lithium batteries on Pegasus Airlines flights and passengers should be advised of this at the check-in desk and the necessary enquiries shall be made.			
PASSENGER RIGHTS			
* Passenger Information Notification (PG-DO-BK-007) shall be available at all stations; be placed at ticket sales, check in desks and boarding gates where passenger can see it any time.			
* PEGASUS AIRLINES PASSENGER RIGHTS LEAFLET (PG-MD-BK-002) to hand out to the passengers shall be available at all stations and be delivered to the passenger in case of flight irregularity during the check in and boarding.			
* GOM Chapter 9 shall be applied in coordination and confirmation with Guest Control Centre in case of flight irregularities. Any deviation and special condition shall be reported to Guest Control Centre immediately by ground handling service provider.			
* Irregularity Service Form (PG-DO-FR-040) which the invoice concerning service rights is attached shall be sent to Guest Control Centre as soon as possible. Number of passengers who have the service, flight/number shall be stated on the invoice. Manual statement shall not be on the invoice.			

OVERBOOKING

NOTE: Passengers who will denied due to overbooking will be processed in accordance with the provisions contained in PG-MD-BK-002 / Passenger Rights Brochure, in accordance with the legislation. 'Write to Us' channel can be accessed on our official website. <https://www.flypgs.com/bize-yazin>

* On an overbooked flight, first call for volunteers to surrender their reservations in exchange for benefits under conditions to be agreed between the passenger concerned and Pegasus.

* Special passengers (PRM, VIP, INAD, DEPA, UM, families with infants, children, etc.) are not chosen for denying unless they particularly volunteer to be denied.

*If the number of volunteer passengers does not meet the need, reluctant passengers who will not be accepted to the flight are selected against their will. Pegasus DCS will recommend the most suitable 'deniable passenger' in accordance with these criteria.

*After these passengers are briefly informed about the procedure and their rights, a 'Standby Boarding Pass' will be produced and directed to the boarding gate. If available, a 'Standby Tag' will be attached to their baggage and will be directed first to the chute and then under the plane so that it can be quickly separated and loaded. Standby passengers' check in is confirmed and their baggage are loaded, if there is any available seat after the flight is closed for check-in. Involuntary denied passengers have the first priorities during the accept from 'Standby Onload List'.

*PG-DO-FR-041 shall always be filled in for the passengers who benefit the 'Free Ticket' etc.

MYID TRAVEL

It is an application offered by Lufthansa Industry System, which allows airlines to sell discounted stand-by or positive space (firm) personnel (leisure) / duty tickets. See details for check-in process **PG-YI-TL-007 MYID OPERATIONAL INSTRUCTION**

STEPS TO BE FOLLOWED WHEN DCS INTERRUPTION OR SLOWNESS

1	If the system you are using, does not open or there is a slowness, try to close all the links and get the access again. If the access is not available, then;
2	If you are using CRANE-ACENTE 3.6 /3.7, try to open CRANE-PAX 3.6 /3.7 (Printer type is the current Printer you are using)
3	If you are using CRANE-PAX 3.6 /3.7, try to open CRANE-ACENTE 3.6 /3.7 (Printer type is the current Printer you are using)
4	If you are using CRANE 3.7, the printer type must be AEA-SOCKET (TRAVSYS STATIONS) / CUTE-SOCKET (SITA STATIONS) / ARINC-SOCKET (ARINC STATIONS). If both links do not have access, follow the steps below.
5	Contact to the Local IT department to determine if there is any problem at the airport. If it is not Local IT problem, the image of the received error message should be sent to guestcontrol@flypgs.com / sistemdestek@flypgs.com and please contact to GCC by calling +90 533 716 1308

ATTENTION! STEPS TO BE APPLIED OF DCS INTERRUPTION AND FALBACK PROCEDURE

PG-MK-PR-006

STEPS TO BE FOLLOWED WHEN USING FALBACK SYSTEM

If the Station cannot get the interruption time from GCC as definite information within 5 min, in order to prevent any delays, Station decides to switch to Fallback system, if it is suitable for use. When a flight is opened for Check-in or Boarding in the Fallback system (CI and BD status), the flight is automatically transferred to FH status in the DCS Agency system. After switching to the Fallback system, sales from online channels or ticket sales offices are not reflected. For these guests, their tickets are checked and added to the Fallback system through NOREC passenger addition. If a flight is opened from the Fallback system, the Check-in transactions of the guests who have simultaneously completed the check-in process over the Kiosk in the last 5 minutes will not be reflected in the fallback system. Before boarding, it is checked that the status of the flight automatically changes to BD. If not, click the "Edit" button in the "Flight Management" section. In the "Flight Information" section, the status of the flight is changed to BD. After the boarding process is completed, the status of the flight should be changed to "FF". 6 If both flights are opened for check-in or boarding via the Fallback system, Through Check-in can be performed. If the second flight is not opened for check-in or boarding from Fallback, Through Check-in cannot be made. In this case, the guest's first leg can be selected during check-in and his/her luggage can be connected to the last point. Ticket sales, ticket changes, adding paid SSRs, excess baggage payments cannot be made on the Fallback system. Excess baggage payment must be collected on the manual voucher, and the voucher number must be recorded on the relevant baggage tag number on the Fallback system. There is no SSR BAGGAGE entry. Normal SSR would be added but special baggage tags such as; BCAR, WEAP, GOLF, WCH are not generated. After completed SSR adding, it is supposed to be added as normal baggage. On Fallback, loadsheet should be prepared manually from the "Manual Operations Page" on Pades. On Fallback, click the "Edit" button in the "Flight Management" section. The figure is accessed from the "Figure" section. You can contact with Pegasus Operations Department or Area Audit Department for the manual loadsheet process. If the main DCS comes/returns to normal speed during fallback use, you can switch to main DCS use at your own discretion as a station. Once Acente/Pax is available again, synchronization from Fallback to Acente can be made via "Update Cranepax Data" button by Supervisor users from "Flight Management" - "Edit" section.	
ATTENTION!	SEE FALBACK INFORMATION CARD FOR USING THE FALBACK SYSTEM

NOT AVAILABLE ON FALBACK DCS

PG-MK-BK-155

PG-MK-KU-00007

TRANSPORTATION LIMITS

MAXIMUM LIMIT	BOEING 737-800	AIRBUS 320/21 FAMILY
Seat Capacity	189Y	180-186-239Y
Standart Passenger Weights	Principally, Male/Female (88/70/35/0) Weights shall be used for the passengers in Pegasus Airlines primarily (OM PART A 8.1.8.3 Passenger Standart Masses). All Adult weight standards can be used if it is possible to avoid overload.	
INFANT (*This limit can only be exceeded with the confirmation of Senior Cabin Crew and approval of commander on condition that sufficient number of life vests and loop belts are provided in	20	
PREGNANT : Accepted up to the 36th week in a single pregnancy and up to the 32nd week in a multiple pregnancy.	No limit applies.	
Unaccompanied Minor (UM)	8	
TOTAL number of all PRMs (including BLND, MUTE, DEAF, SALARY, WCHR, WCHS, WCHC - accompanied or unaccompanied)	23	
Unaccompanied WCHC passenger	Limited with the number of cabin crew	
INAD / ENAD (* INAD passengers of other airlines are not accepted.)	21 (If accompaniment is escort, 1 INAD is transported with at least 2 escort)	
DEPA (Accompanied) (* DEPU/Unaccompanied not accepted)	4 (Security Management pre-approval is mandatory - Minimum 2 escorts per DEPA)	
PRSN: Persons in Lawful Custody	4 (Minimum 2 Escorts per Person)	
PETC Cats, dogs and non-predatory birds (budgies, goldfinches, canaries, etc.) are accepted only on domestic flights.Total weight not exceed 8kg. (32x32x50cm)	4	
AVIH (Only on Domestic Flights) (*All aircraft types load only in the forward cargo hold)	3 ** Maximum total kilo will be 60. When it's over than 60 kilos, AVIH limit will be reduced to 2 on Airbus aircrafts.	
Human Remains (HUM) (* It is forbidden to carry cremated human remains and ashes on our flights)	4	
Weapon (WEA)	Weapons are not transported on international flights . (They must be officially permitted by departure, transit if any and arrival countries.)	It is carried only in hold 1 and in a yellow security bag.
Heavy Bags (HEA)		It is used for baggage over 23kg. It does not exceed 32kg.
Wheelchair (WCH) (Carrying limit in hold)		18
Maximum permitted weight of wheelchair (one piece)✉		150 kg
Maximum permitted size of wheelchair (one piece)✉		Length, Width, Height (cm): 110X107X84
Battery types allowed in wheelchairs	Non-Spill Wet batteries, Nickel-metal Hydride batteries, Dry Batteries, Lithium Ion Batteries (etc. absorbed glass mat (AGM), gel battery, gel cell, sealed lead-acid (SLA), dry and dry cell)	
	CAUTION! Liquid battery powered wheelchairs are not permitted on Pegasus Airlines flights.	
Aircraft Loading Position	Non-Spilling Wet batteries, Nickel-metal Hydride batteries, Dry Batteries are carried in the cargo hold of the aircraft.	
Limitations of Lithium-Ion Batteries for Wheelchair and Mobility aid	A single battery must not exceed 300 Wh, or if there are 2 batteries, they must not exceed 160 Wh each. Li-ion Batteries are carried with the passenger, in the cabin only.	

Şirket İçi (Internal)

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Limitation of Lithium Ion Batteries for Electronik and Medical devices		Electrical devices containing lithium ion or lithium metal batteries, video cameras, laptops and portable medical electronic devices for passenger use-PMED (etc. POC etc.) are accepted provided that they meet the specified weight, quantity and Wh values. Lithium metal or lithium alloy batteries, a lithium content exceeding 2 g, but not exceeding 8 g. Lithium ion batteries, a watt-hour rating exceeding 100 Wh, but not exceeding 160 Wh. Each passengers are limited to a maximum of 20 spare batteries in carry-on baggage only. See for detail GOM chapter 2.7.2.4	
Wh Calculation		WH= mAh / 1000 x Volt or WH= Ah x Volt	
ATTENTION! Mini-Segway, hoverboard, solowheel, airwheel, balance wheel type vehicles powered by lithium-lithium-ion type batteries are not permitted in the cabin or under any form of aircraft. Battery powered wheelchairs are loaded, fixed and secured on the aircraft in accordance with IATA DGR 2.3.2.2 & 2.3.4 and 2.3.A Tables. They are shown in the SI section on the loadsheet and must be reported to the captain with the NOTOC Form.			
Sorboard	Short surfboard (SRFS- under 145cm) and Long surfboard (SRFL-145-280cm). * Over 280cm are not accepted.	4	
BIKE Bike		10	
SKI Snowboards		10	
CANO Canoe		Not accepted on the flight.	
GOLF Golf Set		30	
DIVE Diving Equipment		10	
SKI Ski Equipment		60	
FISHING Fishing Tackle		60	
BUGGY Baby Stroller		No limit applies.	
Music Instrument		No limit applies.	
ATTENTION! If the guest carries only a musical instrument as cabin baggage, the musical instrument will not be charged. However, if there is both cabin baggage and a musical instrument with appropriate dimensions, only 1 of them will be carried free of charge as cabin baggage 120 cm (length + height), the other one will be paid and accepted under the plane. The musical instrument must not exceed 120x40x20 dimensions and must be placed between the seats (including the box).			
For DGR (See PG-YE-BK-001 GROUND OPERATION DANGEROUS GOODS TRANSPORTATION RULES) - DGR 2.3.A Table	Accordance with the current IATA DGR and Pegasus GOM Section 2.7		
Hold Ceiling Limit	All aircraft types are subject to the 6 cm clearance rule.		
NO-TOUCH (No touch policy)	All equipment in contact with the airplane must be 5 cm away.		
LMC (including passenger+baggage+cargo)	(*if the limit is exceeded, a new LS is prepared.)		
GENERAL RULES			
TICKET SALES	All ticket sales processes that belong a specific flight will be completed with the counter closing time unless otherwise instructed by GCC.		
CHECK-IN TIMES	Check-in Opening: The check in counters shall be opened 2 hours prior to check in closing time (STD-2 HR) * Check in opening & closing time may vary according to the local conditions, SLA or specific operational flow on provided that safe, secure and on time operation. Mutual understanding and agreement between Ground Handler and Pegasus must be provided. Check-in Closing: Counter, kiosk and mobile check-in operations end 45 minutes before the schedule time on domestic flights (STD-45 MIN) and 60 minutes before the schedule time on international flights (STD-60MIN).		
NO CUSTOM CLEARANCE	MARDİN(MQM), BATMAN(BAL), MUŞ(MSR), MERZİFON(MZH), BİNGÖL(BGG), AĞRI(AJI), ŞIRNAK(NKT), İĞDIR(IGD), ÇANAKKALE(CKZ), ADIYAMAN (ADF)		
CHECK-IN	*SSR Codes, which are subject to special restrictions and rules, should be checked and necessary preparations made before being checked-in. *PRM, pregnant, under the age of 18, with babies/children and who cannot move quickly due to age are must not seated in emergency exit seats. * Seat change service on Pegasus Airlines is provided for a fee. *For the flight safety, emergency exit seats can be changed free of charge if they remain empty. *Seat assignment is made automatically by the system. These rules should be taken into consideration when assigning seats to passengers with PRM, babies, children, etc. * Care is taken to ensure that families with children and infants travel together. Necessary precautions should be taken when the flight is opened to the system. * A maximum of one infant can sit in each triple seat. *In case of aircraft type and registration changes, it should be checked seats affected and by the change and necessary precautions should be taken. *INAD, Deporte, Convicts and guests who need to fly with an escort should be seated in the back seats, as separate from other passengers as possible. *Passengers carrying PETC will not be given seats in the front and emergency exit rows of the aircraft. Whenever possible, window seats will be used for the safe transportation of PETC *Guests with service dogs should be seated in the first row or, if possible, at the front of the aircraft. *PRMs should be seated beginning at the front of the aircraft and proceeding toward the rear as space permits. *MEDA-MEQT: Passengers who will use medical devices cannot sit in the emergency exit and front rows. They will sit in window seats to avoid obstructing the exit of other passengers **Where a seat plan is needed during the manual check-in phase, see AHM 565		
THROUGH CHECK-IN	If the guest has two bookings and the second flight is within 24 hours; two different PNR's can be merged and through check-in can be completed. In all case, take into account that the connection time between two flights should be at least 90 minutes. See for detail PG-MK-PR-002 DCS PROCEDURE If pax have 2 different PNRs; excess baggage fee should be calculated separately for each flight, and amount should be taken individually. If cabin bag allowance of both flight is same, baggages can be pooled to the last point, if not, firstly the cabin baggage allowance should be the same by selling cabin bag after then process should be continued.		
BOARDING	*Ground operations have authorization to commence the pre-boarding which includes all preparations for bringing passengers to the aircraft in all airports unless otherwise requested by Captain particularly. If the flight is delayed due to weather conditions, operational or technical reasons, ground staff will be warned by captains about pre-boarding should not be started. However, boarding of the passengers to the aircraft shall be possible with only Captain's approval * It is recommended to apply Zone Boarding on aircraft with all bridge positions. *UM's and PRM, families with infant and children, passengers requiring assistance should be pre-boarded or may be boarded in the end in the event of PRM are not ready when the boarding commence. The flow of the regular passenger boarding should not be suspended or interrupted because of the PRM acceptance during the boarding process. Cabin crew should be informed about the issue and coordinated action should be taken to ensure a smooth boarding. *Non-standard cabin baggage must be checked, labeled and recorded with a manual baggage tag that includes the passenger's final destination, and loaded under the aircraft. The issued manual baggage tags must be entered into the DCS system instantly. (See PG-YI-TL-013 Manuel Bagaj Etiketi Talimatı) *It is recommended that boarding ends 20 minutes before the flight time for all our domestic and international flights. With this practice, we aim to increase our On Time Performance rate by ensuring that the doors of our aircraft are closed as early as possible *If the emergency exit seats are empty, the emergency exit seats should be checked and the appropriate passenger(s) should be changed to the emergency exit seat free of charge. *.If CTOTs of less than one (1) hour, departure is based on the STD. If CTOTs longer than one (1) hour, boarding start time according to the information received from PIC. * Ground Operations have authorization calling appropriate Airport Fire Service during the fuelling process with passengers' embarkation at SAW and ADB stations. If necessary, Captain can also request the fire truck. It's captain responsibility to call Airport Fire Service in all other airports.		
TRAVEL DOCUMENTS	Domestic	* Identity card, driver's license, passport or passport substitute documents, marriage certificate, IDs issued by official institutions/organizations, TR ID numbers, health certificates and birth certificates dated up to one month after birth (together with parent ID) must be checked. The official travel document submitted by our guests who are citizens of the Republic of Turkey must include their TR ID number.	
	International	* Travel documents shall be checked at the time of check-in for mid-point(s) and final destination according to current Travel Information Manual (TIM) or TIMATIC where applicable. Duty Passport & Visa Control Team must be consulted in case of need 7/24. Turkey entry visa regime rules should be checked at the Ministry of Foreign Affairs' website http://www.mfa.gov.tr/visa-information-for-foreigners.en.mfa as well as the Travel Information Manual (TIM). *Passport must be signed 10 years of age or older for travel to Germany **Passport validity for citizens of countries that are not members of the European Union must be valid for at least 3 months from the date of departure from European countries, and the passport must be issued at most 10 years ago. *** Guests with a European passport or residence are excluded from this regulation, and children registered in the passport of their mother or father who is a citizen of an EU member country must have their own passport.	

	<i>In all cases, the passenger profile should be checked and based on common sense; When necessary, suspicious passengers should not be accepted to the flight by following the relevant procedure and necessary precautions should be taken.</i>
ATTENTION!	<p>* Turkish Republic over the age of 15 It is mandatory for citizens to have a photo on their TR ID card.</p> <p>** Infant passengers aged 8 days and over and child passengers who are over 3 years old but not over 13 years old (between 2-12 years old) are accepted to the flight with their parents or an adult companion. However, additional restrictions and requests of the countries must be respected for the travel of underage passengers on international and KKTC (ECN) flights.</p> <p>*** A letter of consent must be requested from guests under the age of 18 traveling alone or with one of their parents on international and ECN flights with ID. There is no requirement for consent for flights with a passport.</p>
USE OF CABIN JUMP SEATS	* Cabin crew seats are intended for the use of the operating crew. The occupancy of a vacant crew seat in the cabin by a person who is not a member of the operating flight or cabin crew is permitted in the following circumstances: 1) For the cabin crew training and checking personnel assigned to FAM or Line Check flights 2) In case of operational necessity, Crew member having permission of the CFOO .
FLIGHT FITNESS	
<p><i>Pegasus Airlines reserves the right to refuse to travel with our airline people who do not comply or refuse to comply with certain transportation conditions declared to be necessary within the framework of Pegasus Airlines regulations. In case of refusal of transportation with common sense reasons, the passenger will be given the necessary information about the reason and alternative transportation options and will be assisted.</i></p>	
A. Refusal of Transportation due to the Health Conditions :	<p>* Will require medical care during the flight or will be dependent on a specific medical equipment and will need to use medical instruments, equipment, treatments or systems operated electrically or pneumatically with pressurized / compressed air (all of which are strictly prohibited to be operated in the aircraft and its cabin),</p> <p>* Those who show symptoms of an infectious disease (rash, rash, etc.) and/or cannot submit a health report showing that the infectious phase is over,</p> <p>* Display behaviour that could potentially influence the comfort and well-being of the other passengers and/or the crew, or that could present a risk to the safety or punctuality of the flight due to illness or a physical condition and whose appearance would be offensive to fellow passengers, pose a direct threat to the health or safety of other passengers, their property, the aircraft or crew that cannot be eliminated by providing additional aid or services or by other means because of his physical or medical condition,</p> <p>* Exhibiting behavior that may negatively affect the life safety, health and well-being of other guests and/or cabin crew,</p> <p>* Person who are ill enough to cause negative consequences such as changing the flight route or death,</p> <p>* who need personal care during the flight (cannot meet their own needs such as eating and toilet) and do not have their own companion,</p> <p>* Cannot use the airplane seats in a normal, upright position (need to travel on a stretcher),</p> <p>* If there is any indication of a disease course where flight conditions may aggravate health conditions (patients with a history of recent surgery, heart attack, stroke, stroke, embolism),</p> <p>* In single, uncomplicated pregnancies, the gestational period exceeds 36 weeks. In multiple, uncomplicated pregnancies, the gestational period exceeds 32 weeks,</p> <p>* Mother and baby within the first 48 hours after birth,</p>
A.1 Recommendation Category	<p><i>In the following cases, guests are advised to see a specialist medical doctor before traveling by air and obtain a report stating that they are fit to fly and present it to the check-in staff at the airport</i></p> <p>* Who have underlying health problems such as cancer, heart, chest, brain or lung disease, anaemia, diabetes, are on any form of regular medication or treatment, experienced medical operations, have recently had surgery or have been in hospital, or who is concerned about their fitness to travel for any other reason,</p> <p>* Who have any pre-existing health problem or any questions related to their health before the flight</p> <p>* In complicated pregnancies</p> <p>* who have been fitted with a full plaster cast (in case of flying for the first 24 hours if the flight is two hours or less),</p> <p>* who have been fitted with a full plaster cast (in case of flying for the first 48 hours if the flight is longer than two hours),</p> <p>* In addition, Pegasus Airlines recommends passengers to obtain medical clearance if they are transporting full or empty syringes for use on board. This will facilitate their clearance at airport security checks. Pegasus Airlines recommends passengers who do not feel well or are sick to seek advice from the Doctor of Medicine prior to their travel date and postpone their travel in order to not to experience any further health problems during the course of their flight.</p>
A.2 Mandatory Category	<p>* Medical clearance is mandatory only for passengers suffering from a contagious disease. Requirement of Medical Clearance may be determined as based on, passenger's declaration and/or on visible indications, signs and syndromes.</p> <p>*Indemnity Form shall not be used for the passenger who has contagious / infectious diseases.</p> <p>* Indemnity Form - PG-DO-FR-035: The need for a report can only be determined by the guest's own declaration, visual condition and/or questioning of symptoms.</p> <p>* Who fail to provide a medical certificate when requested to do so will be advised of the risks of air travel to their medical condition, the required signatures will be obtained, and the indemnity/guarantee form will be completed.</p>
ATTENTION!	<i>Indemnity Form PG-DO-FR-035" will be filled in for guests who do not submit a health report, although it is recommended. Guests who do not submit a report or sign the Indemnity Form will not be accepted to the flight.</i>
B-Refusal of Transportation due to the Safety and Security Reasons	<p>* When necessary for the safety and security of the aircraft,</p> <p>* When required by the applicable laws, regulations and ordinances of any state or country whose airspace will be crossed during takeoff, flight and landing,</p> <p>* Persons who may cause chaos, confusion and unrest and endanger flight safety,</p> <p>* When the special support the person needs cannot be provided by Pegasus Airlines due to the individual's behavior, age, physical or mental condition,</p> <p>* If it causes discomfort for other passengers and flight personnel,</p> <p>* If there is a risk of harm to oneself, other persons or property,</p> <p>* When the person's mental or physical state, attitude, behavior or state creates a safety and security risk to other guests, flight personnel or property, due to alcohol or drug use,</p> <p>* If the person presenting the flight ticket cannot prove that he is the person named on the ticket and/or boarding pass (Pegasus Airlines has the right to retain the ticket in such a case),</p> <p>*Ticket presented by the person: If it was obtained illegally or purchased from another business other than Pegasus Airlines or its authorized representative, has been reported stolen or lost, is a fake or fraudulent ticket, If any flight coupon has been altered or damaged by a legal person/business other than Pegasus Airlines or its authorized representative (Pegasus Airlines has the right to retain the ticket in such a case);</p> <p>*If the person does not appear to be properly documented, (passport, visa, etc.), person does not have valid travel documents, person has poor profile for the requirements of the state of final destination and transit-transfer mid-point(s) in accordance with the concerning international legislations,</p> <p>*If the passenger fails to observe our with the instructions regarding safety and security,</p> <p>* In such circumstances, Pegasus Airlines may cancel the unused portion of the ticket and the person may lose the right to complete the journey. Pegasus Airlines will not be responsible or liable for any loss or damage claimed to have been incurred by any person under these circumstances.</p> <p>PG-GU-FR-009 PASSENGER IRREGULARITY REPORT FORM is used for guests who are denied transportation due to security reasons and is sent to guestcontrol@flypgs.com.</p>
ATTENTION !	<i>If the guest is banned from flying due to health, safety, etc. reasons, approval must be obtained from the relevant station manager, shift supervisor or team responsible personnel.</i>
SPECIAL CATEGORY OF PASSENGERS (SCPS)	
<p><i>At stations where Pegasus DCS is used, the SSR record must be entered in the guest's record in DCS and the same service request must be entered as information in the headerline of the relevant flight. If the guest has a connection flight, in order not to cause any interruption in the service and to guarantee the continuation of the service on the connection flight, a special service request must be entered in the headerline of the connection flight for flights using Pegasus DCS.</i></p> <p><i>Duplicate, conflicting SSRs should not be entered in passenger records, correct SSRs reflecting the current status of the passenger should be used, and short codes announced and defined by IATA and our airline should be entered. In order for automatic messages such as PAL, CAL, PSM, PIL to be accurate and up-to-date, the SSR must be entered in the relevant passenger's own record.</i></p>	

INAD/ ENAD PASSENGERS	<ul style="list-style-type: none"> * It is a term used for passengers who are not allowed to enter the country of destination. They can travel alone (INAD) or with an accompanying person (ENAD). * The "Potentially Disruptive Passengers Information Form" numbered PG-GU-FR-011 should be filled out by ground handling personnel and the cabin crew and the captain pilot in charge should be informed before the boarding procedures are carried out. Preferably, they are taken on board last, they are taken off the plane last, they cannot be seated at the emergency exit, they are seated at the back of the plane. * The captain will evaluate the passenger profile and may reduce (according to flight Security and Safety situations) the number or refuse the acceptance of INAD/ENAD. * INAD Form, travel documents, form/forms showing the reason for INAD must be filled in completely and hand delivered to the flight crew. * All information about the passenger must be transmitted by e-mail to INAD@flypgs.com, Security@flypgs.com and guestcontrol@flypgs.com and by PSM message to the destination/transfer points. * The return ticket is covered by the passenger. In case there is no return ticket, Pegasus Airlines will arrange the ticket transactions. In this case, the passenger will fill out the "Pegasus Airlines Undertaking Form".
ATTENTION!	<p>Pegasus Airlines DOES NOT ACCEPT to carry INAD/ENAD passengers of other airlines.</p> <ul style="list-style-type: none"> * Who has entered a country legally but has used the member state illegally and has been officially ordered by the authorities to leave the country. DEPA: Passenger deported under the supervision of a security guard. DEPU: A passenger who is deported without an accompanying security guard. Pegasus Airlines does NOT accept unaccompanied (DEPU) passengers. * The "Potentially Disruptive Passengers Information Form" numbered PG-GU-FR-011 should be filled out by ground handling personnel and the cabin crew and the captain pilot in charge should be informed before the boarding procedures are carried out. Preferably, they are taken on board last, they are taken off the plane last, they cannot be seated at the emergency exit, they are seated at the back of the plane. * The captain will evaluate the passenger profile and may reduce (according to flight Security and Safety situations) the number or refuse the acceptance of DEPA/DEPU. * All information about the passenger must be transmitted by e-mail to INAD@flypgs.com, Security@flypgs.com and guestcontrol@flypgs.com and by PSM message to the destination/transfer points.
DEPORTEE PASSENGERS	<ul style="list-style-type: none"> * A Prisoner is a person who is transferred from a prison to another prison accompanied by escort agents. * Minimum 2 Escorts per Person * The airline security department must have been notified by the relevant authority well in advance of the flight of the detainee's dangerous situation, the identity of the accompanying persons and the flight details arranged. * The "Potentially Disruptive Passengers Information Form" numbered PG-GU-FR-011 should be filled out by ground handling personnel and the cabin crew and the captain pilot in charge should be informed before the boarding procedures are carried out. Preferably, they are taken on board last, they are taken off the plane last, they cannot be seated at the emergency exit, they are seated at the back of the plane. <p>Pegasus Airlines may refuse the acceptance of PRSN according to Security and Safety situation.</p>
PRSN PASSENGERS	<ul style="list-style-type: none"> * A Passenger in Lawful Custody is a person who is in custody and who travels with a permit for good behaviour. They do not have ID Cards and are not subject to Additional Security Implementation. They can travel without an escort by declaring their official documents showing that they can travel on leave during check-in.
CUSTODY PASSENGERS	<p>The Pilot in Command may evaluate the passenger profile and if needed (according to the flight safety and security risks) will reduce the number or refuse the acceptance of Deportee or Prisoners/Custody passengers accordingly. All information about Escorts who will participate to a flight are provided by Security Department to Senior Vice Presidency - Ground Operations and transferred to relevant departments, particularly to Flight Crew. Cockpit and Cabin Crew must be informed during the pre-flight briefings. Correct and proper SSR must be used in DCS.</p>
SEAMAN (SEMN)	<ul style="list-style-type: none"> * Passengers travelling on PC marine fares must carry at least ONE of the following forms of ID for checking by PC airport staff: <ul style="list-style-type: none"> 1. Valid Normal Passport. 2. Valid Seaman book with proof of activity in the last 12 months. If the seaman book hasn't been validated in the past 12 months, one of the following documents should also be presented. 3. Copy of original signing-on or signing-off papers. 4. Valid Cruise Line ID card or copy of valid Cruise Line contract of employment. 5. Copy of crew list for on-signing or off-signing vessel. 6. Letter (on company letter headed paper only) in English which contains the following information: <ul style="list-style-type: none"> a. Passenger Name, b. Date of Travel, c. Vessel Name (which pax is actually travelling to/from and this must match vessel details in PNR), d. Port of Embarkation e. Position or Duty on Board, e.g. Captain, Inspector, Engine Maintenance, Contractor etc. * Any passenger travelling on a PC Marine fare must be compliant with the eligibility and must be able to produce one of the documents previously specified, at the airport counter and any time of their journey. If not, we are not able to accept them on board. Proof of eligibility must be present at time of audit. Proof of eligibility produced after that time will not be accepted. <p>NOTE: 1- Groups: Not Allowed. 2- Stopovers: Not permitted. 3- Bags Allowance: 40KG Maximum weight for 1 piece is 32kg.</p>
SAUDI ARABIA DESTINATION RULES (HAI/UMRAH)	<ul style="list-style-type: none"> * UMRAH baggage tag must be attached to the baggage of passengers' hold UMRAH visa * UMRAH comment must be recorded to the passenger on Pegasus DCS and HAI/Umrah Passenger box must be marked on APIS section of the passenger who holds the Umrah visa. * Stations don't use Pegasus DCS must send a list of the name/surname/baggage pieces-weight/nationality of the passenger who holds UMRAH visa to GUEST CONTROL guestcontrol@flypgs.com; SAW SATIS SAWSATIS@flypgs.com. The data of passengers with connecting Umrah visas that are not directly entered into the system must be completed manually at the intermediate point according to the list from the inbound flight. * UMRAH baggage must be loaded separately and be distinguished. Number of pieces and location of UMRAH baggage must be stated on SI within LDM. * Please follow the announcement and notices about visa regulations and restrictions.
VIP PASSENGER Use only in Turkey Domestic flights.	<p>For detailed information please refer to GOM 1.10.3²</p>
PREGNANT PASSENGER	<p>Single uncomplicated pregnancy: Allowed to fly until the end of the 36th week without a medical certificate. After week 36 even if there is a doctor's report and within the first 48 hours the guest cannot be accepted for the flight.¹²</p> <p>Multiple uncomplicated pregnancy: Allowed to fly until the end of the 32th week without a medical certificate. After week 32 even if there is a doctor's report and within the first 48 hours the guest cannot be accepted for the flight.¹²</p> <p>Complicated pregnancy: It is recommended to obtain a medical certificate of airworthiness, regardless of whether it is single or multiple, or regardless of the week. The Indemnity Form shoulld be used in the absence of a medical report. Medical report must be received maximum 7 days before the flight. Passengers who fail to submit the recommended medical report and/or sign the Indemnity Form will be denied boarding.</p>
UM (UNACCOMPANIED MINOR)	<ul style="list-style-type: none"> * Children over 6 years of age and under 12 years of age (between 6 years 1 day and 11 years 11 months 30 days) may be accepted for travelling alone as UM. * UMs are not accepted on TRANSFER flights.¹² * On TRANSIT flights, UMNRs can be accepted on board according to UM procedures.¹² * UM Form must be filled in for UMNR, SSR entries must be made correctly and shown in the PSM message. It must be delivered / collected to the cabin crew on departure and arrival. should be delivered only to the persons indicated on the form. * The parent or legal representative must wait at the airport until the flight has departed. <p>NOTE: If an UM passenger between 06-12 years age old (between 6 years 1 day and 11 years 11 months 30 days) to travel with a young person (YP) , on condition that Unaccompanied Minor (UM) procedure shall be applied.</p> <p>DİKKAT! Guests under the age of 12 cannot carry PETC and AVIH alone.</p>
DEAF, MUTE, BLND	<ul style="list-style-type: none"> * If the guest is only visually impaired or only hearing/speech impaired, he/she may travel unaccompanied. Guests with both visual and hearing impairments may not travel unaccompanied. * Guide dogs are not charged. Guide dogs travel with the guest in the aircraft, at the guest's feet.¹²

WHEELCHAIR PASSENGER	<p>* Subject to space and weight restrictions, up to 2 items of personal mobility equipment (such as wheelchairs, walkers, etc.), can be carried under the aircraft free of charge Only WCHs with dry, gel and lithium-ion batteries are carried following IATA DGR rules. The actual weight is shown on the loadsheet and is included in the total load weight.</p> <p>Service SSRs for the Passengers with Wheelchairs</p> <p>WCCHR: Passengers who can ascend and descend steps and move in the aircraft cabin but who require assistance to move between the terminal and the aircraft on arrival and departure.</p> <p>WCHS: Wheelchair for Steps, Passengers who can not ascend and descend steps and move in the aircraft cabin but who require assistance to move between the terminal and the aircraft on arrival and departure.</p> <p>WCCH: Wheelchair for Cabin Seat: The passenger who is completely immobile, the passenger who needs assistance for their movement at all stages of arrival and departure.</p> <p>EQUIPMENT SSRs for the Mobility Aids of the Passengers with Wheelchairs:</p> <p>WCMP: Wheelchair- Manual Power: (WCMP is used with combination with Service SSR: WCHR or WCHS or WCCH) The passenger has their own wheelchair which works with manual power</p> <p>WCBD: Wheelchair (mobility aid) powered by a non-spillable battery, nickel-metal hydride battery or a dry batter (etc. absorbed glass mat (AGM), gel battery, gel cell, sealed lead-acid (SLS), dry and dry cell); (WCBD is used with combination with Service SSR: WCHR or WCHS or WCCH) The passenger has their own wheelchair with non-spillable battery to be transported by a passenger which will require advance notification and may require preparation/(dis)assembly... IATA DGR will apply</p> <p>WCLB: Wheelchair with Lithium ion battery: (WCLB is used with combination with Service SSR: WCHR or WCHS or WCCH). The passenger has their own wheelchair with lithium ion battery to be transported by a passenger which will require advance notification/preparation. IATA DGR will apply. Lithium-ion batteries are carried with the passenger, in the cabin only.</p>										
	<table border="1"> <tr> <td>Limitation</td><td> Maximum Total Weight per WCHR (kilo): 150 kilos Maximum Dimensions (centimetre), Length Width Height: 110X107X84 </td></tr> </table>		Limitation	Maximum Total Weight per WCHR (kilo): 150 kilos Maximum Dimensions (centimetre), Length Width Height: 110X107X84							
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<p>NOTE: If passengers travel with their own wheelchair, it is important that the equipment is displayed in detail on the passenger for safe and secure loading. For these passengers 2 SSRs must be used:</p> <ol style="list-style-type: none"> 1. Service SSR indicating the type of special assistance the passenger needs 2. Equipment SSR indicating the type of operation of the equipment, battery type if applicable, Example: WCHR-WCMP or WCHS-WCLB (1 Service SSR + 1 Equipment SSR) <p>* should avoid using more than one Service SSR at the same time for the same passenger and using unnecessary details.</p>											
<p>ATTENTION!</p> <p>Battery powered wheelchairs, in accordance with IATA DGR Tables 2.3.2.2 & 2.3.4 and 2.3.5, with batteries carried in the cargo hold separately from the wheelchair or attached to the chair, and batteries carried in the cabin separately from the wheelchair must be reported to the captain in charge of the flight by load sheet or NOTOC. LIQUID BATTERY WCHS (WCWB) ARE NOT ACCEPTED FOR FLIGHT.</p>											
<p>* If the passenger declares that he/she is allergic to peanuts verbally or with a report during check-in or boarding, it is not appropriate to accept the flight.</p> <p>* In this case, normal ticket rules are applied to the guest. "Bize Yazın : Pegasus (flypgs.com)" or through the call center if the guest submits a report declaring the allergy status, the full amount paid will be refunded.</p> <p>* However, if the passenger withdraws his/her declaration and requests to participate in the flight, it is stated that no special application can be made for the passenger declaring Allergy on board the aircraft, that there may be allergenic food containing substances on board the aircraft, that he/she is fully responsible for his/her health problems, and if he/she fills in the Ground Operation Indemnity Form numbered PG-DOFR-035, he/she is accepted to the flight and the cabin supervisor is informed.</p> <p>* If the passenger declares that he/she is allergic to peanuts on board, the situation is evaluated by the SCC. If the guest withdraws his/her declaration, he/she is accepted to the flight with the Ground Operation Indemnity Form numbered PG-DO-FR-035. If he/she does not want to fly, the passenger is handed over to the ground personnel and the ticket procedures specified in PG-DO-KU-00024 are applied.</p>											
<p>COMPANION REQUIREMENTS FOR PRM PASSENGERS TRAVELING ALONE (In-Flight Companion Requirement Table (IATA PSCRM 1700b))</p>											
SSR Code	Definition	Escort required	Escort recommended	Escort not required							
BLND	Visually Impaired Passenger			✓							
DEAF	Hearing Impaired Passenger			✓							
MUTE	Speech Impaired Passenger			✓							
BLND&DEAF&MUTE	Both Blind and Hearing & Speech Impaired Passenger	✓									
DPNA	Intellectual or developmental disability	✓									
MEDA	Medical case: Not to be used for PRM who only require special assistance or handling and do not require a medical clearance	Evaluated on a case-by-case basis									
MEDA-MEQT	Passenger shall be able to operate the POC; recognize and respond appropriately to its alarms; if not, a companion who is able to perform these functions must escort the passenger.	Evaluated on a case-by-case basis									
WCCHR	Wheelchair for Ramp			✓							
WCHS	Wheelchair for Steps			✓							
WCCH	Wheelchair for Cabin	Evaluated on a case-by-case basis									
DEPA	Deportee: Accompanied by an Escort	✓									
DEPU	Deportee: Unaccompanied	Not accepted.									
LANG	Language Spoken (passenger can speak only a specific language)			✓							
MAAS	Meet and Assist: Who need special attention and assistance (first-time travelers, passengers over 12 years old but under 18 years old, or the elderly, etc.).			✓							
SVAN (Service Animal)	Service animal (guide/assistant dog) travels with BLND/DEAF/MUTE passenger. It is transported according to GOM. Guide dogs travel with the guest on the cabin, at the guest's feet, in a way that does not block the aisle.	with his passenger. ATTENTION! ESAN transportation is not available.									
<p>COMPANION LIMITS FOR SPECIAL PASSENGERS TRAVELING IN GROUPS (PRM and CHILD GROUPS)</p> <p>* Group of handicapped persons,(except of BLND) One person to accompany 10 handicapped persons</p> <p>* Group of blind (visually impaired) guests, One person to accompany 2 blind persons.</p> <p>*Group of Children, one accompanying adult per 12 children</p> <p>*In case of an emergency, group passengers will sit close to autonomous passengers who can assist them in the cabin and will be distributed among the seats to enable easy evacuation.Escorts must be seated with the passengers they are escorting.The accompanying person(s) shall be at least over than 18 years old, physically and mentally able and willing to evacuate the disabled passenger in case of an emergency and be capable to assist the handicapped person(s) in their charge.</p>											
ATTENTION!	<p>*Service and assistance requirements for PRM passengers may vary when traveling alone or in groups.</p> <p>**Passengers who have difficulty or cannot move on their own. A passenger must be accompanied by an autonomous passenger over the age of 18.</p>										
<p>Note 1: Assistance requirement may vary according to the case specific during the ground handling</p> <p>Note 2: Escort requirement depends on the WCHR, WCHS and WCCH definition and case specific. SSR codes for the equipment according to the battery type are ignored for defining the accompanying passenger.</p>											
<p>SPECIAL CATEGORY LOADS (SPEL)</p> <p>Each special type of loads (WCH*, baby stroller, baby buggies, sports equipment etc) will be processed and handled in accordance with its own special operational procedures. Proper SSR entries shall be done and the weight of special loads shall be recorded to the passenger and counted in load control and mass & balance processes. Related tag shall be produced for each special checked baggage.</p>											
<p>NOTOC FORM</p> <p>NOTOC form must be filled in for DGR, AVI, PER, HUM, COMAT and sporting weapons carried in the aircraft hold. The type, weight and hold information of the load must be specified on the form.</p>											

	<ul style="list-style-type: none"> *With the new baggage rules, our guests will be able to bring luggage to the cabin in 2 different ways based on the package they have purchased. * Light package guests will only come with a small one-piece 3 kg, 40X30X15 cm sized bag that will fit under the seat (such as laptop bag, women's handbag, backpack). * The other packages will be both a single piece of small baggage allowance that can fit under the seat of the aircraft with dimensions of 40x30x15 cm and not exceeding 3 kg, and a single piece of cabin baggage allowance with dimensions of 55X40X20 cm and not exceeding 8 kg and taken into the cabin. * Any cabin baggage that exceeds its dimensions will be recorded in the system by issuing a "Manual Bag Tag" at boarding and will definitely not be accepted into the aircraft. * Items that are not baggage such as large plastic bags, sacks, etc. will be recorded in the system by issuing a "Manual Bag Tag" and excess collection will be applied according to the baggage allowance rules. * In case the guest brings a second baggage (such as laptop, briefcase, backpack) with 1 piece of cabin baggage, the cabin baggage will be taken to hold of the aircraft and manual baggage tag will be made and excess collection charge will be applied according to the baggage allowance rules. * Duty free bags can be accepted with cabin baggage (provided that there are no other items inside). If the guest has 2 pieces of small cabin baggage that are not suitable to be taken hold of the aircraft, such as a bag and a laptop, they will be accepted into the aircraft. * Guests with infants will be able to take 1 baby care bag on board in addition to 1 cabin baggage. * Guests with PETC can take one piece of cabin baggage of the appropriate size on board.
CABIN BAG	<ul style="list-style-type: none"> * If the guest carries only a musical instrument as cabin baggage, the musical instrument will not be charged. However, if there is both cabin baggage and a musical instrument with appropriate dimensions, only 1 of them will be carried free of charge as cabin baggage 120 cm (length + height), the other one will be paid and accepted hold of the aircraft. The musical instrument must not exceed 120x40x20 dimensions and must be placed between the seats (including the box). ** For musical instruments over 120cm and with a max. weight of 75kg, if they are to be carried in the cabin, an extra seat is purchased and carried by the window. (CBBG) * If a guest has checked baggage whose weight is more than free baggage allowance, an excess has to be charged in accordance with regarding rates at airport. * Hand baggage of guests who depart from one of Turkey destination with Pegasus Airlines, is determined as oversized or overweighed at boarding gate, if checked baggage allowance is "0", excess baggage rate shall be charged as GAEX SSR Code.✉ * For the baggage taken to the aircraft hold by making a manual baggage tag at boarding, every information on the manual baggage tag must be filled in and the destination information of the guest to the final point must be written completely. The information must be entered to the DCS system in accordance with PG-YI-TL-013 MANUAL BAG TAGGING INSTRUCTION. <p>ATTENTION! For detailed information, see PG-YI-TL-015 NEW CABIN BAGGAGE RULE DIRECTION.</p>
	<p>NOTE: You can access the relevant page via the link https://www.flypgs.com/pegasus-bagaj-kurallari or by following the tabs www.flypgs.com> Diğer> Faydalı bilgiler> Pegasus Bagaj Kuralları on our website.</p> <p>*** For all domestic and international arrival and departure flights, all crew (duty and pass crew) baggage will be loaded in Hold1 for Boeing aircraft and H5 for Airbus aircraft. For detailed information; PG-YI-KB-00011 About Loading Crew Baggage into the Hold.</p>
BABY STROLLER / CAR SEAT	<p>Baby strollers and car seats are carried free of charge if a baby or child is traveling with adult. Only 1 piece baby stroller can accepted for per infant or child guest as foc. If guest have more than 1 equipments (means 1 piece baby stroller + 1 piece car seat), only one of these equipment should be accepted free of charge. Others should be included in the baggage allowance and in case of excess baggage fee of the route should be charged.</p> <ul style="list-style-type: none"> * Baby Stroller : It is accepted as checked baggage, if our guests with infants do not have any other cabin baggage other than the cabin-sized stroller, the cabin-sized stroller can be accepted on board in accordance with the one-piece hand baggage rule. (PG-YI-KB-00035) * Mini Baby Stroller: It is accepted as checked baggage, it is not carried in cabin and it is carried free of charge. Mini baby stroller's (as called puset) dimensions should not exceed 75*50*45 cm.
LIVE ANIMAL ACCEPTION	<p>* From 01.01.2021 it is mandatory to issue a chip and passport to pets (ration cards are not valid). The chipped animal is registered in the PETVET system and a passport can be issued.</p> <p>Within the scope of IATA LAR, the IN CABIN LIVE ANIMAL ACCEPTANCE CHECKLIST numbered PG-DO-FR-072 must be filled in and kept on the station side.</p>
* Guests under the age of 12 cannot carry PETC and AVIH alone.	<p>PETC</p> <p>* Cats, dogs and for domestic flights non-predatory songbirds (budgies, goldfinches, canaries, etc.) are accepted into the cabin as PETS.</p>
Pegasus Airlines does not transport any Live Animal to Qatar, United Arab Emirates (UAE), Bahrain . Live animal transportation from these countries depends on the requirement of arrival, transit, transfer, last destination requirements which can be accessible on TIM, IATA LAR and other official government regulations. We do not carry live animal both from and to Saudi Arabia, UK.	<ul style="list-style-type: none"> * Only cats and dogs are allowed on international flights. Bird transportation is not allowed on international flights (including ECN).✉ * The cage or travel bag/box with a maximum size of 32x32x50 cm and a total weight not exceeding 8 kg.✉ * Two animals of the same breed may be transported in a single cage or suitable box (waterproof, closed and ventilated cages or carrying bags will be accepted), provided that they are used to living together as puppies or mother and puppies or together, provided that the total weight does not exceed 8 kilos. In this case, live animals carried in the same cage/box are accepted as 1 PETC. In other words, a maximum of 4 PETCs can be carried on each flight with a maximum of two pets per cage. In other words, a maximum of 4 PETCs can be transported by accepting a maximum of two pets per cage on each flight.✉ AVIH * PETC must be kept in an enclosed cage or carrying case (clean, tidy and sturdy so that it cannot escape or injure itself) for the entire flight. * Passengers carrying PETC will not be given seats in the front and emergency exit rows of the aircraft. If possible, window seats will be used for the safe transportation of PETC.✉ * Guests under the age of 12 (UM) cannot carry PETC alone * Live animal weight is not included in the free baggage allowance. Live animals are charged separately with a different SSR.
Handling Service Providers is responsible for providing the applicable original travel documents, permits and veterinary health declarations required by the national authorities of the arrival-transit-transfer-destination countries. Before acceptance please ensure that live animal has concerning import permit, veterinary health certificate, veterinary examination, quarantine, transhipment requirements or prohibition restrictions. Such regulations are subject to frequent change and depend upon the animal being accepted. Therefore, handling service provider shall always obtain current requirements and check (restrictions, limitations, quarantine rules...), from the TIM, IATA LAR, local Consulate or national authority concerned.	<p>* Fighting dogs, birds of prey, pigeons and CITES List-1 parrots are not considered AVIH.</p> <ul style="list-style-type: none"> * AVIH shall not be carried on international flights. Max. 3 AVIH which are max. 60 kilos in total can be carried on domestic and Cyprus flights regardless of the aircraft type. If the total weight is over 60 kilos, then the number of AVIH shall be reduced to 2 on Airbus Aircraft Types. Guests who continue International flights after Domestic flights must be processed and informed accordingly. It must be entered as SSR in the guest record in the DCS system. * Animals hostile to each other should not be loaded side by side. Live animals must be loaded in the forward hold in all aircraft types.✉ * The cage should be properly fixed to the ground, and the tying should not be made too tight as this may cause the lock to break. * Funeral, perishable and dry ice cannot be loaded in the same hold, a distance of 15 cm must be maintained with other baggage, it must be loaded last and unloaded first. * AVIH's box must be sturdy, hygienic and locked in a way that allows the animal to lie down, turn around and move comfortably. It is the guest's responsibility to ensure these conditions.✉ * With the passenger's knowledge, the cage doors should be secured with security seals or plastic clamps or equivalent devices that can be provided by the ground handling company.✉ Only one animal per container, unless they are used to cohabiting, in which case the following applies: * A maximum of two adult animals of comparable size up to 14 kg. (30 lbs) each, that are compatible, may be shipped in the same container. Animals over that weight must travel individually. * Up to a maximum of 3 siblings born at the same time and up to 6 months of age may be shipped in the same cage, each weighing up to a maximum of 14 kg. * Mother and 2 cubs can be kept in the same cage. However, the puppies must be born at the same time and be under 6 months old.✉ * Live animals of our guests who do not submit the test and passport including the date and validity period and/or the report on the 'rabies antibody titration' test performed at least 3 months before the date of travel and the International Health Certificate obtained from the Provincial Directorate of Agriculture will not be accepted to our flights.. All rules and procedures regarding vaccination and tests are regulated in the relevant country legislation as well as the EU Regulation referenced here (check via TIMATIC AND TIM), and it is the responsibility of our guests to ensure the necessary conditions. <p>ATTENTION! ESAN transportation is not available.</p>

<p>* Regulation To Türkiye: The animal health requirements applicable to the non-commercial movement of pet animals from/into Turkey shall be fulfilled in accordance with Official Gazette 28133: EV VE SÜS HAYVANLARININ TİCARİ OLMIYAN HAREKETLERİNDE UYGULANACAK HAYVAN SAĞLIĞI ŞARTLARINA DAİR YÖNETMELİK (http://www.resmigazete.gov.tr/eskiler/2011/12/2011205-3.htm)</p> <p>* Live animals that do not have an ORIGINAL AND VETERINARY HEALTH CERTIFICATE or a health certificate in the same template are not allowed to enter Turkey for non-commercial movements of CATS / DOGS / BRIDGES WITH PASSENGERS to the REPUBLIC OF TURKEY as stated in Annex 2 of this regulation.</p> <p>* Live animals entering Türkiye must be identified and vaccinated against rabies. An antibody titration test must be performed by an authorized veterinarian on blood serum samples taken 3 months prior to movement and at least 30 days after the last rabies vaccination, and the report of the test results, demonstrating that the animal has an acceptable anti-rabies antibody titer, must be presented to Turkish entry customs.</p> <p>* In case the pet or ornamental animal originating from Türkiye goes to another country and returns again; If there is a result report obtained before departure from Turkey showing that it has an acceptable anti-rabies antibody titer, the 3-month period requirement is not required.</p> <p>* Rabies antibody titration test is not requested again for animals that are stated in their passports to have acceptable anti-rabies antibody titer and are regularly vaccinated against rabies. The animal must have a veterinary health certificate issued and approved by the veterinary service of the country of origin and a passport issued by an authorized veterinarian, confirming that the rabies vaccine complies with the legislation and is still valid, and that vaccinations and medications have been administered against other species-specific diseases. Unvaccinated cats and dogs under 3 months of age cannot be transported. Health certificates must be archived in flight sets by ground handling companies for at least 3 months.</p>	
ATTENTION!	<p>* <i>American Pit Bull, Fila Brazilerios, Japanese Tosa, Pit Bull Terrier, Togo Argentinos, American Staffordshire Terrier/Bull Terrier, British Staffordshire Terrier, Pesa Canario, Cane Corso, Chow Chow, Rottweiler, Doberman, Mastiff, American Bulldog, American Bully, Caucasian Owtsharka, Neapolitan Mastiff breed predatory, fighting dogs are not accepted on our flights.</i></p> <p>** Hybrids originating through one of the above species with another not listed above, can not be accepted on board</p> <p>*** The following breeds can be accepted to our flights as AVIH or PETC (for cats) with the permission of the relevant ministries: Kangal, Akbaş, Kars Shepherd Dog, Fork Nose Hunting Dog, Zagar Pearl Dog, Angora Cat, Van Cat</p> <p>**** AVIH must be taken into account in the load sheet as checked baggage and must be indicated in the Loading Instructions Report, LDM and the Captain must be informed.</p>
LHO-LIVE HUMAN ORGAN	<p>* LHO from hospitals and medical research institutions approved by T.C. Ministry of Health are allowed with suitable accompanying person with appropriate written permission that states the sender-receiver too in domestic flights within Turkey in accordance with GOM. It should only be carried in cabin. Emergency exit rows shall not be used.</p>
BIOLOGICAL SUBSTANCES ² (Blood, Sperm etc.)	<p>May only be transported in the passenger cabin in accordance with IATA DGR requirements, subject to approval by the Ministry of Health of the Republic of Turkey and appropriate protective measures. <u>GCC approval must be obtained prior to accepting passengers.</u></p>
HUM	<p>* Before the HUM accepted, the death certificate provided by the hospital must be checked to determine whether it contains any infectious diseases.</p> <p>* The carriage of cremated human remains and ashes is prohibited on our flights.</p> <p>* Funeral carriage is only accepted as cargo. For detailed information please refer to GOM 3.1.11.4 for documentation and carriage.</p> <p>* It must be transported by being tied to the aircraft hold. HEA label must be used for shipments over 150kg.</p> <p>* HUM is not loaded together with EAT. It is recommended not to install it together with AVIH.</p> <p>* Maximum 4 HUM's are accepted on our flights.</p> <p>* In transfer / transit flights, cold storage conditions must be applied for waits exceeding 1 hour.</p>
ACCEPTANCE PROCEDURES WITH INFECTIOUS DISEASE AS THE CAUSE OF DEATH	<p>* There is no restriction of HUM transportation which the death reason is infectious diseases (including COVID-19), which comes from international airport and/or transfer to domestic airport in Turkey. (Acceptance to Turkey only from abroad)</p> <p>* HUM which has died in Turkey due to infectious disease (including COVID-19) will not be transported regardless of the destination</p> <p>* Appropriate PPE (personal protective equipment- protective clothing, face and eye protection, hand protection etc.) has to be used by all handlings.</p> <p>ATTENTION! These infectious HUM can also not be accepted; Cholera, Plague, Flower illness, Anthrax, Leprosy, Glanders, if consists of virus class 6.2 UN2814, UN2900</p>
WEAPON CARRIAGE	<p>* Our airline does not carry weapons on international flights unless officially authorized by the authorities of the departure, transit and destination countries.</p> <p>* The processes for delivery and receipt of weapons will be carried out in accordance with national legislation for domestic transport.</p> <p>* All weapons and ammunition, without exception, are carried in the forward hold and in a weapon bag.</p> <p>* 1.4S UN 0012 and UN 0014 group ammunition (bullets and hunting cartridges) can be carried provided that the total weight per person does not exceed 5kg.</p> <p>* Must be shown on the LIR form and LDM message with LS or NOTOC. (IATA AHM 510)</p> <p>All weapons carried for sporting purposes are carried with SPEQ and all weapons carried for personal use are carried with <u>WPAY SSR for a fee</u>, except for the ones mentioned below and proven by valid personnel identification documents.</p> <p>- VIP passengers making use of the airport lounges of honor, and the permanent bodyguards traveling with them as public employees authorized under the provisions of the Law No. 5188 on Private Security Services</p> <p>- Officers, non-commissioned officers, specialist non-commissioned personnel employed in the TSK, Gendarmerie and Coast Guard Command</p> <p>- Permanent civil servants and contracted personnel within the scope of MIT personnel and TSK permanent personnel assigned</p> <p>- Municipal police personnel, Village guards, Officers under the Ministry of Forestry, customs guards under the Ministry of Customs³</p>
PORTRABLE OXYGEN CONCENTRATOR (POC) CARRIAGE IN THE CABIN	<p>* https://www.faa.gov/about/initiatives/cabin_safety/portable_oxygen/ linkinden yayınlanan ve hava taşımacılığı için uygun bulunmuş POC cihazları listesinde bulunan POC modelleri uçuşlarımıza kabul edilir</p> <p>* The battery restrictions which is laid down IATA DGR 2.3.A and PG-YE-BK-001 Ground Operations Training DGR Handling Rules shall be applied.</p> <p>* POC passengers cannot seat in the emergency exit and first rows. Not to prevent other passengers from exiting, they will be seated at the window seat</p> <p>* MEDA-MEQT information as SSR on their PNR record for both carry and use, MEQT information as SSR on their PNR record for only carriage but not use,</p> <p>* An extra seat is required to secure the POC which its dimensions exceed 20cm x 28cm x 35cm. CBBG SSR must be recorded into the pap's PNR.</p> <p>* Concentrators cannot be used for taxiing, take-off and landing.</p> <p>For detailed information please refer to GOM 1.10.1.9.15.</p>
ATTENTION!	<p>Pegasus Airlines will not provide oxygen to passengers except in emergencies. Passengers who need oxygen during the flight are not allowed to check in. For detailed information, please refer to GOM 1.10.1.9.9.</p>
FLUID FOOD CARRIAGE	<p>* OLIVE OIL, MOLASSES, HONEY and similar liquid substances may be carried in the baggage compartment of the aircraft only if they are equipped with the necessary protective conditions and it is ensured that they will not damage other baggage.</p> <p>* Maximum 5 liters with its parcel per each passenger and 5% of the bottle must remain free to prevent leakage when pressurized.</p> <p>Pegasus Airlines is not responsible for any damage or leakage that may occur to food and/or its packaging during baggage loading/unloading operations. For detailed information, please refer to PG-DO-PR-004 LIQUID CARRIAGE PROCEDURE.</p> <p>Pickle juice is not accepted in aircraft holds due to the acid it contains.</p>
ZAMZAM CARRIAGE	<p>* On our flights departing from Saudi Arabia, only passengers with a Hajj or Umrah visa are allowed to carry Zamzam (free of charge) in a separate piece as a checked baggage, limited to 5 liters.</p> <p>* Zamzam must be properly packed in leak proof plastic sealed sacked.</p> <p>* Manuel Baggage Tag must be affixed to Zamzam water gallon and the word (ZAMZAM) must be written on the baggage tag .</p> <p>*It should be only be carried in the hold , it is not allowed to be carried in the cabin</p>
DIPLOMATIC CARGO	<p>* Diplomatic cargoes are accepted only at SAW exits with WCS approval (liquid, weapon, bullet, cutting/piercing substance shall not be carry)</p>

SPECIAL BAGGAGE TAGS	<p>Manual Baggage Tag: The label that is read in the BRS system when the serial number and barcode are entered into the system to be attached to the baggage belonging to our airline is called a manual baggage tag.(Please see details:PG-YI-TL-013)</p> <p>Priority tag: VIP Guests' baggage shall be labelled (downloaded first).</p> <p>Delivery at the Aircraft (DAA) tag: For baby stroller, wheelchair which will be deliver at the aircraft.</p> <p>Heavy Tag: Placed on items over 23 kg. The maximum weight for any baggage is restricted to 32 kg.</p> <p>Transfer Tags: Yellow one (PG-DO-BK-012) for international transfer baggage and green one (PG-DO_BK-013) for domestic transfer baggage shall be used</p> <p>BBAG: Passengers hold unqualified packed, fragile bags or any baggage may have risk to harm its own or the other ones may be offered to used BBAG as a means of limited protection.On this condition, baggage shall be labelled with 'Manual Baggage Tag' and treated accordingly. Passenger shall be informed that she/he has responsibility and liability of carriage such item. Baggage that carries the risk of structural damage to the aircraft will not be accepted on our flights, even with a BBAG that provides limited protection.</p> <p>ATTENTION! *Manual Baggage Tag shall not be used for baby strollers and wheelchairs even though BBAG is used unless any damage is defined before acceptance.</p> <p>**Mini Sticker Using: Remember to stick the mini stickers on the bag separately always!</p>
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EXCESS BAGGAGE PROCEDURE - ZERO TOLERANCE!

<p>Detailed list of Pegasus Airlines baggage rules via the link http://www.flypgs.com/pegasus-bagaj-kurallar.</p> <p>Special equipments are priced according to the fees listed at https://www.flypgs.com/faydalı-bilgiler/ucusum-icin-bilgiler/genel-kurallar.</p> <p>Excess baggage fee schedule for all flights via the link: https://www.flypgs.com/faydalı-bilgiler/ucusum-icin-bilgiler/genel-kurallar.</p>
* The free checked baggage allowance for adults and children traveling on domestic, international and Turkish Republic of Northern Cyprus flights varies depending on the content of the package. The free checked baggage allowance for infants is 10 kg on all flights.□
* From international to domestic or from domestic to international flights, the free baggage allowance of the international line is applied.
* Special equipments are charged up to the last point of transportation, valid for both domestic and international flights.□
* The purchased kg allowance shall not be transferred to another guest. In case of flight cancellation, the purchased additional baggage fee will be refunded.□
* Hand baggage allowance is not added to the free baggage allowance. Passengers who have exceeded their free baggage allowance shall not benefit from the hand baggage allowance they have not used.
* If the weight of the checked baggage exceeds the sum of the excess baggage allowance purchased before the flight and the free baggage allowance, the guest will be charged an airport excess baggage fee. There is no additional baggage allowance for guests with infants before or after the flight.
* For flights departing from Turkey and continuing abroad, if the passenger who has purchased a ticket with "0" kg free baggage allowance did not give baggage at the counter and came to boarding with baggage over the hand baggage limits, baggage is sold with GAEX SSR from the system. For passenger who have given luggage at the counter and come to boarding with luggage over the limit (regardless of 0 or more baggage allowance), the weight of the baggage is entered into the system, the excess baggage fee of the track is collected, the baggage is tagged and given under the plane.□
* On flights departing from abroad, the baggage fee is charged with GAXB SSR from the system for the guest who arrives at boarding with baggage over the hand baggage limits
* A passenger may purchase up to 50 kg of baggage allowance (incl. free baggage allowance) at a discount rate.
* In case of exceeding the limit for checked baggage, the fraction of the baggage weight will be rounded downwards. (Ex: If it is 23.9 kg, it will be taken as 23 kg)
* Passenger who pay for excess baggage must be given a receipt or e-ticket printout after payment

CODESHARE-INTERLINE ANLAŞMAMIZ OLAN HAT/HAVAYOLU TABLOSU

OPERATING CARRIER	Airline	Cooperation Type	Cooperation Model	Baggage Allowance □	Cabin Bag	MCT
	KLM	Interline	It can only sell in connection with its own lines.	KLM baggage allowance is valid and KLM Flying blue is covered. KLM baggage is transferred to the system as 0/1/2 piece. KLM PNRs are managed by Pegasus with SSR. □	Passengers with excess cabin baggage will have their baggage taken free of charge and loaded to hold	KLM'de MCT 100 min.
	Delta	Interline	It can only sell in connection with its own lines.	Delta baggage allowance is valid . Delta baggage is transferred to the system as 0/1/2 piece. Delta PNRs are managed by Pegasus with SSR. □	Passengers with excess cabin baggage will have their baggage taken free of charge and loaded to hold	Delta'da MCT 100 min.
	Flynas	Codeshare	For Saudi Arabia, sales can be made both directly and in connection with its own lines. It can only sell in connection with its own lines for domestic	Baggage Allowance is 20 kg. And the weight right is 20 kg. It flows as.	The baggage allowance of the airline performing the first operation applies.	Flynas MCT 110 min.
	Qatar	Interline	It can only sell in connection with its own lines.	Baggage Allowance 30kg. And Business/First Cabin is included. Cabin baggage fees are included in the ticket fees. Qatar PNRs are managed by Pegasus with SSR. □ Qatar baggage is transferred to the system as 0/1/2 piece.	The baggage allowance of the airline performing the first operation applies.	QR'in MCT is valid.
	ITA	Codeshare/Interline	For Italy lines, sales can be made both directly and in connection with its own lines. It can only sell in connection with its own lines for international	Alitalia baggage allowance is valid . Alitalia baggage is transferred to the system as 0/1/2 piece. Alitalia PNRs are managed by Pegasus with SSR. □	The baggage allowance of the airline performing the first operation applies.	MCT 90 min.
	S7	Interline	It can only sell in connection with its own lines.	S7 baggage allowance is valid. Only Economy Basic and Flex are valid. S7 baggage is transferred to the system as 0/1/2 piece. S7 PNRs are managed by Pegasus with SSR. □	The baggage allowance of the airline performing the first operation applies.	MCT 90 min.
	Emirates	Interline	Passengers arriving at ATH with the SAW-ATH flight will continue with EK's ATH-EWR flight from ATH. The line is only mutually SAW-ATH-EWR	Emirates baggage allowance is included.Business/First Cabin included. Cabin baggage fees are included in the ticket fees. baggage is transferred to the system as 0/1/2 piece.	The baggage allowance of the airline performing the first operation applies.	MCT 120 min.
MARKETING CARRIER	Flynas	Codeshare	For Saudi Arabia, sales can be made both directly and in connection with its own lines.	Baggage Allowance is 20 kg. And the weight right is 20 kg. It flows as.	The baggage allowance of the airline performing the first operation applies.	MCT 110 min.
	ITA	Codeshare	Sales can only be made in connection with the SAWFCOSAW line.	Baggage Allowance is 20 kg. And the weight right is 20 kg. It flows as.	The baggage allowance of the airline performing the first operation applies.	MCT 90 min.
	Nile Air	Codeshare	It can make both direct and domestic/international sales."	Baggage Allowance is 20 kg. And the weight right is 20 kg. It flows as.	The baggage allowance of the airline performing the first operation applies.	MCT 120 min.

* During the overbooking process, relevant airline (e.g. KLM, Delta) passengers should be given priority.

* In case of disruption (e.g. late arrival), the responsibility belongs to the airline operating the operation.