



## READ AND SIGN

Revision: 0 | Issued: 31.07.2025

## Topic: Pegasus UMNR process

## General:

- 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. Booking and ticketing for minors between 6 and 12 years old can only be made through the Call Centre.

## Departure Procedure:

- Children between 6 (completed) and 12 years of age may be accepted for travelling alone, with the following provisions:
  - Complete UM Form as the handling advice/declaration ensuring the responsible adult (their parents or legal guardians) has signed authorization and provided proof of identity.
  - The handling advice for unaccompanied minors is to be completed in one original and five copies and distributed as follows: 1st original page to UM parent • 2nd copy to Departure station • 3rd copy to Transit station • 4th copy to the Cabin Crew • 5th copy to the Destination station
  - UM are accompanied to the airport of departure by an escort named on the handling advice for unaccompanied minors. The escort on departure delivers to the airport of departure the child's / children's documents necessary for their travel and the handling advice for unaccompanied minors to the Handling / Supervision agent. Under no circumstances an UM shall not be allowed to wander off alone.
  - UMNRs should preferably be pre-boarded and shall personally be handed over to the cabin crew, which has to sign the UMNR form. Unaccompanied minors will remain with their escort on departure until the flight is called for embarkation. A ground staff personnel will accompany the minor(s) to the aircraft. He / she will personally transfer the responsibility of their care to the Cabin Crew. The escort will remain at the airport until the respective aircraft has taken off. Ensure the correct remarks and SSR codes are in the check-in record. Apply handling fee where applicable. Inform the responsible adult to remain at the airport until the aircraft is airborne. Keep the UMNR in safe custody and hand over to the cabin crew during boarding. Advise/release the responsible adult once the flight is airborne. The parent or legal representative must wait at the airport until the flight has departed.

### UM Form:



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### **3. Operational Disruptions**

- If the crew discovers missing UM documents after boarding, it can cause delays, possible offloading, or coordination issues with destination and transit stations.
- Transit or destination stations may refuse to accept the UM without proper paperwork, leading to disruptions or stranded minors.
- If the above Pegasus Airlines Unaccompanied Minor (UM) handling procedures are not followed by staff, there are serious operational, legal, and safety consequences.

THANK YOU!