



LOCAL OPERATING PROCEDURE_HAM_PC002

Handling of Live Animals

Version/Rev	Date	Section	Amendment
V1/R0	23.12.2025	Full LOP	Initial issue

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PURPOSE

This Local Operating Procedure (LOP) defines the standardised process for handling Live Animals for Pegasus Airlines at Hamburg Airport (HAM). It ensures proper acceptance, documentation, traceability, and correct information flow to all operational stakeholders.

OBJECTIVE

- Ensure the requirements of Live Animal acceptance are fully met.
- Ensure necessary documentation is properly checked.
- Ensure the mandatory checklist is correctly filled out and documented.
- Ensure the necessary documentation is retained and archived at the departure station.

APPLICATION

Passenger Services Department:
Customer Service Agent
Supervisor / Lead Agent

Operations department:
Turnaround Coordinator / Load Controller

ABBREVIATIONS & DEFINITIONS

IATA LAR: Live Animal Regulations (LAR) is the document issued by the International Air Transport Association (IATA) that outlines the standards and guidelines on the transportation of live animals by air.

PETC: This Special Service Request (SSR) code stands for "Pet in Cabin", indicating that a passenger is bringing a small animal (usually dog or a cat) to travel with them in the aircraft cabin.

AVIH: This Special Service Request (SSR) code stands for "Animal in Hold", indicating that a passenger requested to transport their pet/animal in the aircraft hold.



SVAN: This Special Service Request (SSR) code stands for a "Passenger with Emotional Support Animal in Cabin", indicating that a passenger will be travelling with the specially trained service animal (usually a dog) in the cabin.

ESAN: This Special Service Request (SSR) code stands for a "Passenger with Service Animal in Cabin", indicating that a passenger will be travelling with the specially trained animal for emotional support in the cabin.

GENERAL RULES

PETC – Pets carried in a passenger cabin in an approved container. Carriage of pets on Pegasus Flights is a Special Service that is subject to extra charge. Maximum 4 animals are allowed in cabin on each flight. Only cats and dogs are allowed as PETC on international flights.

AVIH – Pets carried in the cargo compartment. Only on domestic flights. AVIH shall not be carried on Pegasus Airlines international flights.

SVAN – The carriage of **SVAN (only guide/assistance dog for Blind or Deaf/Mute passengers)** is permitted on **PEGASUS AIRLINES** aircraft. Maximum of 2 Guide Dogs can be accepted on a specific flight.

ESAN is **NOT** carried on Pegasus flights.

Two kittens or two puppies or a puppy/kitten and its mother or 2 animals that are used to cohabiting, of the same origin may be carried in one single box on condition that the total weight does not exceed 8 Kg. In such a case, it will be counted as 1 (one) pet. Total of a maximum 8 live animals can be accepted as 2 pets per single box/cage/kennel.

Banned dogs/cats - American Pit Bull, Fila Brasileiros, Japanese Tosa, Pit Bull Terrier, Togo Argentinos, American Staffordshire Terrier/ Bull Terrier, British Staffordshire Terrier ,Presa Canario, Cane Corso, Chow Chow, Rottweiler, Doberman, Mastiff, American Bulldog, American Bully, Caucasian Owtscharka, Neapolitan Mastiff shall not be accepted for transportation.

PROCEDURE STEPS FOR ACCEPTING PETC

Step	Action
1.	PETC service should be pre-arranged with the airline and SSR code already displayed in the DCS. If this is not the case, advise a passenger to contact customer service/travel agency to book the service.
2.	Check the weight of the container and the pet. The weight should not be more than 8kg, including the weight of the container. The animal shall be clean, healthy, harmless, not dangerous, odourless and not pregnant.



3.	Check the passport of the pet. Pets which are moved across borders have to be principally accompanied by a passport. This passport needs to be clearly attributable to the animal. In addition to the details of the pet and its owner, the passport must indicate valid vaccine protection against rabies.												
4.	<p>Check the health certificate of the pet. The health certificate is issued by a veterinarian of the shipper's country and must be presented at the port of entry. Do not accept health certificates that are older than 10 days. The certificate should include the following information:</p> <ol style="list-style-type: none">1. details of your pet and2. vaccinations and treatments and3. veterinary attestations regarding symptoms of contagious diseases at the time of export. <p>This certificate must certify that the pet is healthy enough to travel, does not have any open wounds in the process of healing, and is not from a region that is subject to rabies restrictions.</p> <p>The copy of the Health Certificate must be sent to OPS (e.g. via email), where it will be archived in the Fligh File. The original stays with the passenger.</p> <p>If there are any concerns regarding the Health Certificate, contact supervisor on duty, who will clarify the issue with the airline and instruct you accordingly.</p>												
5.	Check that container meets requirements: PETC container dimension must not be more than 32x32x50 cm and allow a safe transport. Container must be appropriate for the size of the pet, waterproof, sturdy, securely locked, have adequate ventilation, and be resistant to scratches and impact. Pet should be able to stand, sit, turn around and lie down in a natural position. The animal has to stay in the closed container bag for the entire flight, which will be stored in front or beneath the seat of the respective passenger.												
6.	<p>After all documentation and container requirements have been checked, IN CABIN LIVE ANIMAL ACCEPTANCE CHECKLIST numbered PG-DO-FR-072 must be filled out by the ground crew accepting the PETC. The checklist should be signed by the ground crew and the passenger and should be kept at the departure station.</p> <div style="border: 1px solid black; padding: 10px;"><div style="display: flex; align-items: center;"><div style="text-align: center;">IN CABIN LIVE ANIMAL ACCEPTANCE CHECKLIST</div></div><table border="1" style="width: 100%; border-collapse: collapse;"><tr><td style="width: 33%; padding: 5px;">Tarih/Date:</td><td style="width: 33%; padding: 5px;">Uçuş No-Variş noktası/Flight No-Destination:</td><td style="width: 33%; padding: 5px;">PNR No:</td></tr><tr><td style="height: 40px;"></td><td></td><td></td></tr><tr><td style="padding: 5px;">Yolcu Ad Soyad/Passenger Name Surname:</td><td colspan="2" style="padding: 5px;">İletişim No/Contact Number:</td></tr><tr><td style="height: 40px;"></td><td colspan="2"></td></tr></table><p style="font-size: small; margin-top: 10px;">* Herhangi bir soruya "HAYIR" cevabı verilirse taşımayı kabul etmeyiniz. *If any question is answered with "NO", do not accept the shipment.</p><div style="text-align: right; margin-top: 10px;">EVET/YES HAYIR/NO</div><div style="display: flex; justify-content: space-between; margin-top: 10px;"><div>1. Taşınacak hayvanın türü net olarak belli mi?</div><div><input type="checkbox"/></div><div><input type="checkbox"/></div></div><div style="display: flex; justify-content: space-between; margin-top: 5px;"><div>Is species of animal provided?</div><div></div><div></div></div></div> <p>Figure A1 – Top Section of the In Cabin Live Animal Acceptance Checklist, Form Ref. PG-DO-FR-072</p>	Tarih/Date:	Uçuş No-Variş noktası/Flight No-Destination:	PNR No:				Yolcu Ad Soyad/Passenger Name Surname:	İletişim No/Contact Number:				
Tarih/Date:	Uçuş No-Variş noktası/Flight No-Destination:	PNR No:											
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7.	Passenger with PETC should be denied acceptance if the documentation is not complete and/or the container does not meet the airline requirements.												

**PROCEDURE STEPS FOR ACCEPTING SVAN**

Step	Action
1.	The carriage of Service Animals (only service dogs for Blind or Deaf/Mute passengers) is permitted on PEGASUS AIRLINES aircraft. Advanced notice to the airline is mandatory.
2.	Dogs will be accommodated free of charge.
3.	The PETC code shall be utilized when a Guide or Assistance Dog is carried.
4.	The dog shall remain under the control of the passenger at all times.
5.	The passenger shall be in possession of all required animal health documents, its training certificate and other documents, as in the case of PETC.
6.	The dog shall wear a muzzle and leash.
7.	Passenger with SVAN should not be seated near and on emergency exit.
8.	The dog shall not be placed near and on an Emergency Exit.
9.	The PIC and Cabin Crew will be informed of the passenger plus service animals prior to boarding and the information shall be mentioned in the Passenger Information List (PIL) or Crew Information Sheet (where applicable).
10.	Pre-boarding shall preferably be applied.
11.	In case of any uncertainties, contact your supervisor, who will clarify the issue with the airline and advise you accordingly.
12.	Passenger with SVAN should not be denied acceptance without the approval of the airline.

SAFETY / SECURITY NOTES

- Do not accept fighting or dangerous dogs.
- Unvaccinated cats and dogs and those under 3 months of age shall not be transported.
- Passengers under 12 years of age cannot carry PETC and AVIH alone. UM passengers are not allowed to travel with PETC.
- Passengers with a PETC shall not be seated in the first row and also the emergency exit rows within the cabin.
- It is forbidden to transport pregnant animals.

DOCUMENTATION & RECORD RETENTION

The following documentation shall be retained to ensure full traceability of Live Animal handling at HAM airport:

- 1) In Cabin Live Animal Acceptance Checklist
Retention period: 3 months
Owner / Storage: Live Animal Checklist Archive / DHS Office
- 2) Health Certificate
Retention: 3 months
Owner: Flight File / DHS Operations office



REFERENCE

Pegasus GOM – 7.1.7 Handling of Live Animals in Cabin

Pegasus GOM – 2.2.10.8 Handling of Live Animals