



Jobcard - PAX

V2_08.10.2025

PEGASUS
AIRLINES

General

A/C Type

Manuals

GOM

Station Manager, Passenger Services Manager & Supervisors with access

Pegasus Contacts (Internal Only)

Pegasus Guest Control: +90 530 1570846

guestcontrol@flypgs.com

Pegasus Visa Team: +90 530 1082171

pegasusvisa@flypgs.com

Pegasus Security Department: +90 216 560 72 64, +90 531 080 5650

Pegasus Customer Contacts

Call center Turkey (Turkish and English): 0888 228 12 12

Online Check-in Opening

STD -48

Counter Allocation

2 Bag Drop, 1 Check-in, 1 Service Counter

Flight Information Displays

See FIDs Guide

Cabins

Economy

Frequent Flyer Program

BolBol

Check In Opening Time

STD -180

Check In Closing Time

STD -60

Check In Material

Pegasus Boarding Passes and Bag Tags, DGR Signs, Bag Sizer

Through Check In

Only on Pegasus operated flights in the same booking.

Documentation

Passport and Visa requirements MUST BE CHECKED!

Help: TIMATIC

Visa Team available via WhatsApp: +90 530 1082171

Reference

Baggage

Carry-On

PG-YI-TL-015

- Light package: one-piece 3 kg, 40X30X15 cm sized bag that fits under the seat (such as laptop bag, women's handbag, backpack).
- All other packages: same as above plus a single piece of cabin baggage allowance with dimensions of 55X40X20 cm and not exceeding 8 kg. (Trolley)

Hold Baggage	GOM	<p>Weight Concept with 0 tolerance (every additional kg must be paid) Pax may check in multiple pieces so long as they remain under their weight allowance. Must be charged to the nearest whole kilogram, and this should always be rounded down, for example: <i>The passenger has 15.6 kilos. It will be rounded down and treated as 15 kilos.</i></p> <p>Pooling: Each piece of baggage must bear the respective passenger's identification. It is prohibited to pool baggage for a group of passengers, except families (Issue baggage tags individually).</p> <p>Exception: Bag tags for family members travelling together may be issued on one family name and/or under the same PNR. To comply with passenger and baggage reconciliation requirements, each passenger of a non-family group shall be given their own individual baggage claim check and each piece of baggage must bear the respective passenger's identification.</p>
LRT - Limited Release (MUST be signed by Passenger)	GOM	<p>It is possible to print LRT from the DCS. LRT must be used for the following examples:</p> <ul style="list-style-type: none"> • Not properly / inadequate packed / Contains fragile goods (LRFI) • Sporting equipment (LRFI) • Received damage, already broken or damaged before check-in (LRRD): • Musical instruments (Musical instruments may be accepted in hold only if carried inside a special case/box) (LRFI) • Contains perishable (LRPE) • Last minutes/late check-in (LRLC) • ZAMZAM gallons and liquid containing package or baggage (ZMZM) • Security collected items (check baggage bag) (LRNA) • Non-standard cabin baggage collected at boarding, not admissible to cabin (LRNA) • Oversize (LRSZ) • Lack of name label (LRLL)
XBAG (Excess baggage)	GOM	<p>Charges are automatically calculated by the system.</p> <p>Must be charged to the nearest whole kilogram, and this should always be rounded down, for example: <i>The passenger has 15.6 kilos. It will be rounded down and treated as 15 kilos.</i></p>
Payments		
Payment types		<p>Credit cards can be used directly in the DCS. Cash payments can be registered in the DCS by selecting the invoice number.</p> <p><u>Always ensure payments are taken with EUR currency.</u></p>
Seating		

Seat Changes		<p>All seat changes must be charged.</p> <p>Exemptions:</p> <ul style="list-style-type: none"> • Not Suitable for Exit Seat: Only passengers seated in emergency exit rows can have their seats changed free of charge using the "Not Suitable for Exit Seat" reason code. • Special Guest Services: To use the "Special Guest Services" reason, the passenger must either have a Wheelchair SSR or be 65 years of age or older. • VIP – Executive Approval: The "VIP – Executive Approval" reason requires that the passenger has a VIP SSR in their booking.
Pre-flight	GOM	<ul style="list-style-type: none"> • Families with children and infants shall be seated together if possible (check the passenger lists before the check-in; whenever possible families and small groups travelling together should be seated together). • Seating of PRM(s)-Passenger with Reduced Mobility should begin from the front to the aft within the cabin.
Emergency Exit Seating	GOM	<ul style="list-style-type: none"> • Seats which permit direct access to emergency exits shall be assigned only to passengers who appear to be reasonably fit, strong, able and willing to assist the rapid evacuation of the aircraft in an emergency, after an appropriate briefing by the crew. • Seats located at the emergency exits must be occupied with at least two able bodied passengers on both sides of the row and shall not remain unoccupied. <p>The following categories of passengers are among those who shall not be allocated to, or directed to, seats that permit direct access to emergency exits:</p> <ul style="list-style-type: none"> • Passengers suffering from obvious physical or mental disability to the extent that they would have difficulty in moving quickly if asked to do so. (PRM) • Passengers who are either substantially blind or substantially deaf to the extent that they might not readily assimilate any printed or verbal instructions given.(DEAF, MUTE) • Passengers who because of age or sickness are so frail that they have difficulty in moving quickly. (MAAS) • Passengers who are so obese that they would have difficulty in moving quickly or reaching and passing through the adjacent emergency exit. • Children (whether accompanied or not) and infants. (CHLD,INF) • Deportees, inadmissible passengers or persons in custody.(INAD,ENAD,DEPO) • Passengers with animals.(PETC) • Pregnant women.(PREG) • Those who are responsible for another person in a way that prevents the opening of the exit. • Passengers who do not accept the duty to open the emergency exit and evacuate the passengers. • Passengers who can neither understand the cabin crew's briefing nor communicate with the cabin crew and the other passengers. • Passengers who cannot give commands to the other passengers by shouting during evacuation. • Passengers who are not mentally and psychologically competent to perform the duties specified in the "Passenger Safety Card" though they have no physical defect. • Young passengers under the age of 18 (young pax).
Specials		
PETC (Max 4)	GOM	<ul style="list-style-type: none"> • Cats and dogs only, traveling in cabin up to 8 kgs (including the cage weight) • Maximum cage dimensions: Max 32X32X50 cm • Must be seated at the window. • Passengers with a PETC shall not be seated in the first row and also the emergency exit rows within the cabin.

SVAN (Service Animal in cabin)	GOM	<p>Service Animals (only for Blind or Deaf/Mute passengers) is permitted on PEGASUS AIRLINES aircraft.</p> <p>Accept passengers with certified service animals into the cabin, and provide appropriate seating</p> <ul style="list-style-type: none"> • Dogs will be accommodated free of charge. • The PETC code shall be utilized when a Guide or Assistance Dog is carried. • The dog shall remain under the control of the passenger at all times. • Maximum of 2 Guide dogs can be accepted on a specific flight. • The passenger shall be in possession of all required animal health documents, its training certificate and other documents. • The dog shall wear a muzzle and leash. • The dog will not occupy a seat and will be placed, where other passengers will not be disturbed. • The dog shall not be placed near and on an Emergency Exit. • 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). • Pre-boarding shall preferably be applied.
ESAN (Emotional Support Animal)		ESAN is not carried on Pegasus flights.
AVIH (Animal in Hold)	GOM	AVIH shall not be carried on Pegasus Airlines international flights.
PRM (Passenger with Reduced Mobility)		Ensure relevant SSR codes are present within DCS and correct service is provided for passengers
STCR (Stretchers)	GOM	Pegasus Airlines does not carry passengers with Stretcher
WCH* (Wheelchair)	GOM	<p>WCHR: Requires wheelchair for distance to and from A/C only</p> <p>WCHS: Cannot ascend/descend stairs/steps but no assistance in A/C cabin necessary</p> <p>WCHC: Passenger totally immobile and need full assistance up to A/C seat</p> <p>(It must be specified if passenger is traveling with own wheelchair and used the applicable codes i.e. WCBD, WCBW, WCMP, WCLB)</p> <p>Passengers with wheelchair shall be seated where is stated on seat plan preferably and not be seated on emergency exit rows.</p>
WCMP (Wheelchair - Manual Power)		<p>150 kg Maximum</p> <p>Dimensions Length Width Height: 110X107X84 cm</p> <p>WCMP is used in combination with WCH*</p>
Wheelchairs and Mobility Aids		<p>Must have a name label and be tagged with both a bag tag and DAA tag.</p> <p>Only WCLB and WCBD are accepted.</p> <p>Wheelchairs/mobility devices with spillable wet batteries (WCBW) are not accepted for carriage on Pegasus flights</p>

BLND, DEAF, MUTE, DPNA	GOM	<ul style="list-style-type: none">• Ensure appropriate seating assignment for passengers. PRM passengers must NOT be seated in Emergency Exit rows.• Ensure accurate SSR codes and any other relevant information are recorded in the PNR and DCS.								
MEDA (Medical Assistant)	GOM	Medical case: Medical certificate required. Not to be used for passengers who only require special assistance and do not require medical clearance.								
EMA (Electric Mobility Aid) Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain.	GOM	<table><tr><th>Type of battery</th><th>Description</th></tr><tr><td>Non-spillable battery</td><td>Dry battery (including integrated battery) Gel type battery Wet (sealed, non-spillable) battery (etc. absorbed glass mat (AGM), gel battery, gel cell, sealed lead-acid (SLS), dry and dry cell)</td></tr><tr><td>Spillable battery</td><td>*Wet battery (It's forbidden on Pegasus Flight)</td></tr><tr><td>Lithium battery</td><td>Lithium ion battery</td></tr></table> <p>LITHIUM BATTERIES: Battery terminals are protected from short circuits Battery is either:</p> <ul style="list-style-type: none">• Securely attached to the wheelchair or mobility aid and electrical circuits are isolated following the manufacturer's instructions; or• Removed by the user, if the mobility aid is specifically designed to allow it to be, following the manufacturer's instructions. The battery removed from the mobility aid must not exceed 300 Wh, or for mobility aids fitted with two batteries, each battery must not exceed 160 Wh.• A passenger may carry a maximum of one spare lithium ion battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh.• Any battery removed from the mobility aid and any spare batteries shall be carried in the passenger cabin. <p>DRY NON SPILLABLE BATTERIES: Battery terminals must be insulated to prevent accidental short circuits (e.g. by being enclosed within a battery container). Battery terminals are protected and electrical circuits are isolated. The battery is either:</p> <ul style="list-style-type: none">• Securely attached to the wheelchair or mobility aid; and electrical circuits are isolated following the manufacturer's instructions, or• Removed by the user, if the mobility aid is specifically designed to allow it to be, following the manufacturer's instructions.• A passenger may carry a maximum of one spare battery.• Any battery(ies) removed from the wheelchair/mobility aid or spare batteries are carried in strong, rigid packagings which must be carried in the cargo compartment. Batteries are protected and transported as per specifications applicable to the type of batteries.	Type of battery	Description	Non-spillable battery	Dry battery (including integrated battery) Gel type battery Wet (sealed, non-spillable) battery (etc. absorbed glass mat (AGM), gel battery, gel cell, sealed lead-acid (SLS), dry and dry cell)	Spillable battery	*Wet battery (It's forbidden on Pegasus Flight)	Lithium battery	Lithium ion battery
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Spillable battery	*Wet battery (It's forbidden on Pegasus Flight)									
Lithium battery	Lithium ion battery									
Small Vehicles Powered by Lithium Batteries		<p>Pegasus Airlines will not accept the transport of Mini-Segway, hoverboard, solowheel, airwheel, balance wheel of any type which uses lithium or lithium-ion batteries on board its aircraft.</p> <p>These items are prohibited as both carry-on and checked baggage. If these items are brought to the airport, they will be refused at check-in. And it will be the passenger’s responsibility to arrange for the storage or disposal of such items prior to boarding.</p>								

DAA (Delivery at Aircraft)		<p>To be used for:</p> <ul style="list-style-type: none"> Fully collapsible baby strollers, pushchairs; (larger baby carriages/prams shall be checked-in). Wheelchairs and other mobility aids which are not needed during the flight and cannot be stored in the cabin.
DEPA/DEPU - Captain and Cabin crew to be informed	GOM	Not allowed on Pegasus flights
INAD (Inadmissible Passenger) Captain and Cabin crew to be informed		<p>Only Pegasus INADs are accepted.</p> <p>If police approach the check-in with a passenger immediately refer to SPVR.</p>
WEAP (Weapon)	GOM	Carriage of firearms and ammunition are not permitted on international Pegasus flights
Sport Equipment		<p>Reservations shall be made at the time of booking.</p> <p>Sporting Equipment cannot be accepted without reservation due to capacity constraints.</p> <p>Sports equipment including bikes, ski/snowboards, golf equipment, surf boards, diving equipment, fishing tackles, etc. shall be charged manually.</p>
Instruments	GOM	<ul style="list-style-type: none"> Small instruments like guitars, saz etc. the total dimensions of which do not exceed 120 cm (width+length+height) can be transported in cabin free of charge if no other cabin baggage. If a passenger has one small handbag (35x20x20 cm) or a backpack or laptop or camera or baby car, one musical instrument of which do not exceed 120 cm (width+length+height) size is carried free of charge. If a passenger also has cabin baggage and if s/he would like to carry a musical instrument according to the cabin baggage dimensions, s/he can carry it in the cabin by paying a special service fee (SPEQ). Fares apply to just one piece of music equipment. For example, if a passenger wants to carry 2 guitars for a point to point flight, s/he will pay (fee*2) for the international route. For connected flights, s/he will pay for each flight fare. Extra seats should be purchased for musical instruments which exceed 120 cm (width+length+height) size and are up to 120x40x20 cm in dimension (including box). If no extra seat is purchased or the specified dimensions are exceeded, the musical instrument is loaded under the aircraft. It is included in the free baggage allowance and excess per kg fare is charged. Also the SPEQ fee is not charged. <p>Oversized musical instruments are carried preferably in the aircraft cabin on an extra seat next to the passenger. See CBBG.</p>
EXST (Extra seat)		See CBBG

CBBG (Cabin baggage)	GOM	<p>Cabin Seat Baggage is baggage not usually suitable for loading in the aircraft hold. An extra seat shall be accepted for carriage of:</p> <ul style="list-style-type: none"> • Valuable items • Works of art • Diplomatic properties (DIPL) • Fragile baggage • Musical instrument • Electronic equipment (which is also subject to IATA DGR) <p>Such objects are not suitable for transport in the aircraft hold and shall only be accepted for transportation in the cabin compartment if the passenger buys an extra seat for the item. The relevant item's weight shall not exceed 75 kilos and its height shall not hinder the warning light of the back seat. Maximum dimensions can be:</p> <ul style="list-style-type: none"> • 120x40x20cm for the items may be placed in between the passenger seat rows. • 75x50x45cm for the items may be placed on the seat. <p>Reservation shall be made before the flight . Only one boarding pass shall be produced for the relevant passenger. CBBG and the extra seat details shall be notified to the Cabin Crew and be written down on the Passenger Information List (PIL) or Crew Information Sheet (where applicable).</p>
INFT (Max 20 Infants)	GOM	<p>< 2 yrs old</p> <ul style="list-style-type: none"> • Infants may not be accepted within the first 48 hours after birth. • An infant shall not be seated on an emergency exit. • A maximum of one infant can sit in each triple seat. • The free checked baggage allowance for infants is 10 kg on all flights. • Guests with infants will be able to take 1 baby care bag on board in addition to 1 cabin baggage (when booked) <p>If our passengers with infants has no other cabin baggage other than the cabin-sized stroller, the cabinsized stroller may be carried on the aircraft in accordance with the one-piece hand baggage rule.</p>
CHLD (Child)	GOM	<p>Between 2 and 12 years old</p> <ul style="list-style-type: none"> • Children shall not be seated on an emergency exit. <p>If a child travels with an accompanying adult in the same class of cabin, the child shall be seated in the same seat row segment as the accompanying adult. Where this is not possible, the child should be seated no more than one seat row or aisle away.</p> <ul style="list-style-type: none"> • Any child (less than 12 years old) shall be accompanied by an adult who is 18 or over 18 years old, unless the child (06-12 years old) is travelling as an unaccompanied minor. • Any young person who is 12 years and up to their 18th birthday is defined as "YP". See YPTA.

UMNR (Unaccompanied Minor)	GOM	<p>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.</p> <p>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:</p> <ul style="list-style-type: none">• 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 (has to be kept for 2 years)• 6th copy to UM envelope for passenger <p>• UM passenger shall be seated on the aircraft close to the cabin crew and must be accompanied by an adult. It must be assured that an adult person is seated next to an UM.</p> <p>• Emergency exit rows shall not be used for the UM</p> <p><i>Transfer UMNR's are not accepted at PGT flights.</i> <i>UM passengers are not allowed to travel with PETC.</i></p>														
YPTA (Young person traveling alone)		<p>Young passenger traveling alone between 12-18 years old. YPTA doesn't count as an able body, for example cannot be accepted as 'accompany passenger' for UM. For example, any passenger between 6-12 years old still shall be processed as UM, even if s(he) travels with YPTA.</p>														
Pregnancy	GOM	<table><tr><th>PREGNANCY</th><th>ACCEPTANCE</th><th>REJECTION</th></tr><tr><td>Singleton Pregnancy without any Complication</td><td>Allowed to fly until the end of the 36th week without a medical certificate.</td><td>After week 36 and within the first 48 hours after the birth, they are not admitted to the aircraft.</td></tr><tr><td>Multiple Pregnancy without any Complication</td><td>Allowed to fly until the end of the 32th week without a medical certificate.</td><td>After week 32 and within the first 48 hours after the birth, they are not admitted to the aircraft</td></tr><tr><td>Complicated pregnancies</td><td></td><td>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 should be used in the absence of a medical report.</td></tr></table> <p>Medical Clearance shall be requested only for pregnant passengers who have complications. If passenger doesn't submit to medical clearance, then she shall fill in and sign the Indemnity Form.</p>			PREGNANCY	ACCEPTANCE	REJECTION	Singleton Pregnancy without any Complication	Allowed to fly until the end of the 36th week without a medical certificate.	After week 36 and within the first 48 hours after the birth, they are not admitted to the aircraft.	Multiple Pregnancy without any Complication	Allowed to fly until the end of the 32th week without a medical certificate.	After week 32 and within the first 48 hours after the birth, they are not admitted to the aircraft	Complicated pregnancies		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 should be used in the absence of a medical report.
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Staff Travel		<p>Jumpseat can be assigned to Pegasus staff only. Crew approval required.</p>														

Gate

Preparation		Baggage Gauge to be placed at the gate area Only one lining to be used (no priority boarding) DGR signage Pegasus Boarding Passes and Bag Tags DHS Payment Receipts Cabin Baggage allowance must be checked for all passengers during the boarding process. Those with excess shall be sent to the GBAG agent.
ID Check		Document check required for all passengers
Crew Lists		Passenger Manifest - Passenger Information List (PIL)
Gate Opening Time		STD-60
Boarding Start		Preboarding where possible Sequence: <ul style="list-style-type: none"> • passengers needing special assistance: UMs, PRMs • families with small children • remaining passengers
Gate Closing Time		STD-20
L&F		
DHS L&F		
Post Departure		
Flight Reports		Gate report sent through AvBIS