



Topic: Air Canada Cooperation – Information Regarding Operational Processes

Greetings everyone,

We would like to inform you about the operational processes to be carried out within the scope of the Air Canada cooperation, which was officially announced by both airlines as of yesterday.

Guests will experience an uninterrupted travel to Istanbul and Izmir through the 8 connection points mentioned below.



You can find all the other necessary information below.

 **Sales start date**
February 19, 2026



Connection Points

City	Airport	PC Terminal	AC Terminal
Frankfurt	FRA	Terminal 2/E	Terminal 1
Munich	MUC	Terminal 2	Terminal 1
Vienna	LIFE	Terminal A	Terminal 3
Geneva	GVA	Terminal 1	Terminal 1
Zurich	ZRH	Terminal 2	Terminal E
Athens	ATH	Terminal 1	Terminal 1
Amsterdam	AMS	Terminal 3	Terminal 3
Copenhagen	CPH	Terminal 2	Terminal 2

Minimum Connecting Time (MCT)

Since it will be a cooperation where we will transfer from interconnection points for the first time, the minimum connection time until the end of the Summer 26 season has been determined as 3 hours. We will be re-evaluating these areas, which generally use 1 hour and 30 minutes of connection time, in the next seasons.

IATCI – Through Check-in & Baggage Transfer

IATCI Through Check-in and baggage lashing **will be active**.

If you encounter any issues in this regard, please let us know so that it can be quickly reviewed.

Bagaj Kuralları / Baggage Rules

- Since the departure or destination of the tickets is **Canada**, Air Canada's baggage rules will apply according to the relevant regulations.
- The baggage allowances applied to AC (014) tickets also apply to Pegasus flights:
 - **1 piece** = 23 kg
 - **2 pieces** = 46 kg (23 + 23 kg)

Excess Baggage

If the passenger arrives with kilograms exceeding the defined baggage allowance, the first airline operating the flight has the right to collect the excess baggage fee from the passenger.

Example:

If a guest on a flight from Istanbul to Frankfurt – Toronto has excess baggage,

- Over 23 kg for 1 piece,
- For 2 pieces, a total of over 46 kg,

Baggage fees will be collected by Pegasus.

Flight Order	Fee Collector
1 AC → 2 PC	Air Canada
1 PC → 2 AC	Pegasus



🕒 Missed Connections & Reissue

- The carrier that caused the irregularity (flight cancellation, overbook, etc.) covers the costs such as hotel/food/compensation.
- **The Operating Carrier* that caused the delay** performs the reissue.
- The passenger is transported on the next available flight **at no additional cost** .

🗉 Reissue Süreçleri

✈️ Air Canada Caused Delay or Disruption

If the guest misses the Pegasus connection due to a delay or disruption in the Air Canada flight, the ticket change will be handled by **Air Canada** .

✈️ Pegasus Source Delay or Disruption

If a guest misses an Air Canada connection due to a delay or disruption in a Pegasus flight, the following process will be followed:

If a guest whose first flight is Pegasus and an onward flight is Air Canada misses their connection due to a delay or cancellation caused by Pegasus:

- According to the standards, the guest's ticket change must be made by Pegasus and, if necessary, accommodation, food, etc. services must be provided.
- However, since Air Canada flights cannot technically be reissued by Pegasus, the change process will be carried out by Air Canada.

In this context, in order to reduce the operational burden and speed up the process, a two-stage solution was developed together with our DCS (@DCSGROUP) team:

1. **During IATCI check-in**, guests who will miss their connection will be automatically detected by the system.
2. **An additional enhancement** that will alert during boarding will be going live soon.