



Topic: Partnership with Air Canada

Dear Partners

We would like to inform you about the operational processes to be carried out under the Air Canada partnership, which was officially announced by both airlines as of Friday.

I kindly request you to share these informations to relevant departments and staffs in order to take necessary actions.

Passengers will enjoy a seamless travel experience to Istanbul and Izmir via the 8 connecting points listed below.



 Sales starting date
19 Şubat 2026



 (Connection Points)

| City | Airport | PC Terminal | AC Terminal |
|------------|---------|--------------|-------------|
| Frankfurt | FRA | Terminal 2/E | Terminal 1 |
| Munich | MUC | Terminal 2 | Terminal 1 |
| Vienna | VIE | 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)**

As this partnership will involve transfers via connection points for the first time, the minimum connection time has been set at 3 hours through the end of the Summer '26 season. For areas where a 1 hour 30 minute connection time is generally used, we will reassess this in subsequent seasons.

 **IATCI – Through Check-in & Baggage Transfer**

IATCI through check-in and baggage through-tagging will be enabled.

If you encounter any issues regarding this, please let us know so it can be investigated promptly.

 **Baggage Rules**

Since the departure or arrival point on the tickets is Canada, Air Canada's baggage rules will apply under the relevant regulations.

The baggage allowances applied on AC (014) tickets will also apply unchanged to Pegasus flights:

- **1 piece** = 23 kg
- **2 piece** = 46 kg (23 + 23 kg)



Excess Baggage

If the passenger arrives with baggage exceeding the defined allowance by weight, the first operating carrier has the right to collect the excess baggage charges from the passenger.

Sample:

Istanbul – Frankfurt – Toronto if Passenger have excess baggage,

For a 1-piece allowance: any weight over 23 kg

For a 2-piece allowance: total weight over 46 kg

The excess baggage charges will be collected by Pegasus.

| Flight | Collecting the fee |
|---------------------------|--------------------|
| 1 AC → 2 PC | Air Canada |
| 1 PC → 2 AC | Pegasus |

Missed Connections & Reissue

- The carrier responsible for the irregularity (flight cancellation, overbooking, etc.) covers expenses such as hotel, meals, and compensation.
- The Operating Carrier* that caused the delay performs the reissue.
- The passenger will be transported on the next available flight at no additional charge.

Reissue Process

Delays or Disruptions Caused by Air Canada

If a delay or disruption on an Air Canada flight causes the passenger to miss their Pegasus connection, the ticket change will be carried out by Air Canada.

Delays or Disruptions Caused by Pegasus

If a delay or disruption on a Pegasus flight causes the passenger to miss their Air Canada connection, the following process will be followed:

If a passenger whose first flight is Pegasus and onward flight is Air Canada misses the connection due to a Pegasus-related delay or cancellation:

- Under standard practice, Pegasus is responsible for processing the ticket change and, if needed, providing services such as accommodation and meals.



To reduce operational workload and accelerate the process, we have developed a two-stage solution with our DCS (@DCSGROUP) team:

1. During IATCI check-in, the system will automatically identify passengers who are going to miss their connection.
2. An additional enhancement that will trigger a warning at boarding will go live soon.

If a passenger who is going to miss their connection comes to the counter:

- An alert will appear on the agent's screen during check-in, but the check-in process will not be interrupted.
- The system will check these PNRs every 30 minutes and forward them to the designated email addresses.

@GUEST CONTROL, @ETICKET, and @INTERLINE have been added to the email distribution list. If there's any other address you'd like to include, please let us know.

Steps to follow for a passenger reported to have missed their connection:

1. The GCC (@GUEST CONTROL) team offloads the passengers flagged by the system and forwards the case to the call center addresses for rebooking.
2. Our call center contacts the relevant Air Canada phone number to request changes for the misconnecting PNRs.
3. After Air Canada completes the change, if accommodation is required, the GCC team must be notified again so arrangements can be made.
4. When a hotel is provided, please add an OTHS SSR to the PNR with a note indicating that a hotel was given by @GUEST CONTROL. Air Canada will be able to see this.

Document Control: @PEGASUSVISA

- Document control will be carried out through to the final destination for flights displayed in the relevant reservation systems and operated.
- Any fines that may arise will be the responsibility of the Operating Carrier.
- For non-Canadian citizens, the Visa Expiry Date required by Air Canada cannot currently be captured in the system at check-in; Air Canada has agreed to temporarily waive this requirement. The process will be monitored in two-week trial periods, and the necessary evaluations will be made at the end of these periods.
- Air Canada will continue to closely monitor INAD (Inadmissible Passenger) cases.

Thank you for your cooperation