



LOCAL OPERATING PROCEDURE_MUC_PC008

Handling of Overbooking

Version/Rev	Date	Section	Amendment
V1/R0	20.01.2025	Full LOP	Initial issue

Prepared by: Sergo Eliava

Issued: 20.01.2025

Version: V1

PURPOSE

This Local Operating Procedure (LOP) establishes a standardised process for handling standby passengers on overbooked Pegasus Airlines flights at Munich Airport (MUC). It ensures that all standby passengers are handled in a consistent and traceable manner in line with Pegasus Airlines policies and local procedures.

OBJECTIVE

The objectives of this LOP are to:

- provide a structured and standardised process for managing standby passengers, ensuring operational safety and control at all stages of the passenger journey;
- ensure full compliance with Pegasus Airlines policies, ground handling agreement, and applicable customer rights regulations;

APPLICATION

Passenger Services Department:
Customer Service Agent
Supervisor/Lead Agent

GENERAL INFORMATION

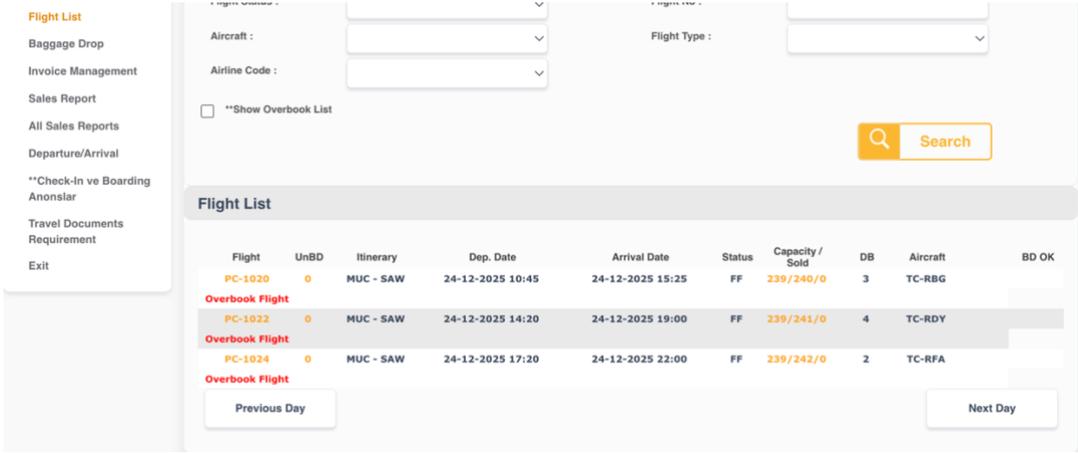
Passengers with a **confirmed reservation** may be **denied boarding** due to operational or safety irregularities, including but not limited to:

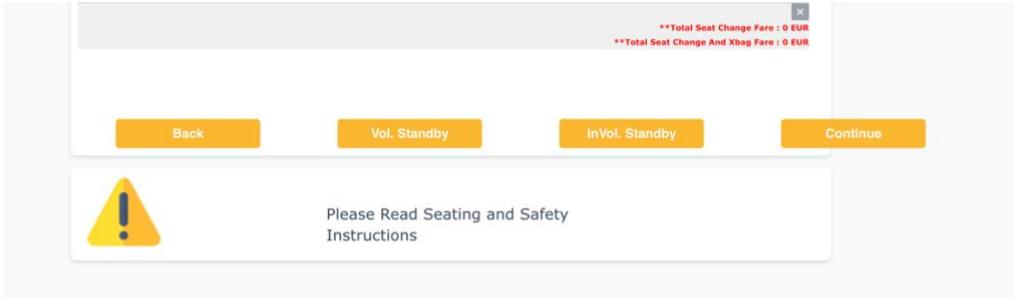
1. **Overbooking of the flight** – the number of confirmed passengers exceeds available seats.
2. **Reduced aircraft seating capacity** – caused by unserviceable equipment (e.g., cabin doors, slides).
3. **Payload or weight restrictions** – necessitating a reduction in available seating.
4. **Change of aircraft or aircraft version** – resulting in fewer seats than originally booked.



PROCEDURE STEPS

STAND-BY PASSENGER AT BAG DROP

Step	Action																																																																						
<p>1.</p>	<p>Access the Flight List in the system. Review the Capacity and Sold figures for the flight. Compare the numbers: If the Sold figure exceeds the Capacity, the flight is overbooked. When a flight is overbooked, an “Overbook Flight” comment will be displayed under the flight number in the system.</p>  <table border="1" data-bbox="480 837 1350 965"> <thead> <tr> <th>Flight</th> <th>UnBD</th> <th>Itinerary</th> <th>Dep. Date</th> <th>Arrival Date</th> <th>Status</th> <th>Capacity / Sold</th> <th>DB</th> <th>Aircraft</th> <th>BD OK</th> </tr> </thead> <tbody> <tr> <td>PC-1020</td> <td>0</td> <td>MUC - SAW</td> <td>24-12-2025 10:45</td> <td>24-12-2025 15:25</td> <td>FF</td> <td>239/240/0</td> <td>3</td> <td>TC-RBG</td> <td></td> </tr> <tr> <td>Overbook Flight</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>PC-1022</td> <td>0</td> <td>MUC - SAW</td> <td>24-12-2025 14:20</td> <td>24-12-2025 19:00</td> <td>FF</td> <td>239/241/0</td> <td>4</td> <td>TC-RDY</td> <td></td> </tr> <tr> <td>Overbook Flight</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>PC-1024</td> <td>0</td> <td>MUC - SAW</td> <td>24-12-2025 17:20</td> <td>24-12-2025 22:00</td> <td>FF</td> <td>239/242/0</td> <td>2</td> <td>TC-RFA</td> <td></td> </tr> <tr> <td>Overbook Flight</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Figure A1 – Flight List in Crane</p>	Flight	UnBD	Itinerary	Dep. Date	Arrival Date	Status	Capacity / Sold	DB	Aircraft	BD OK	PC-1020	0	MUC - SAW	24-12-2025 10:45	24-12-2025 15:25	FF	239/240/0	3	TC-RBG		Overbook Flight										PC-1022	0	MUC - SAW	24-12-2025 14:20	24-12-2025 19:00	FF	239/241/0	4	TC-RDY		Overbook Flight										PC-1024	0	MUC - SAW	24-12-2025 17:20	24-12-2025 22:00	FF	239/242/0	2	TC-RFA		Overbook Flight									
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<p>2.</p>	<p>On overbooked flights, once the aircraft seating capacity has been fully allocated, it will no longer be possible to assign a seat at the check-in counter. This situation most commonly occurs with passengers who:</p> <ul style="list-style-type: none"> • Did not complete online check-in, and/or • Did not pre-reserve a seat, and • Present themselves at the check-in counter towards the end of the check-in period. 																																																																						
<p>3.</p>	<p>When selecting the affected passenger in Crane and proceeding with Check-in Update as per the standard process, the system will initially allow you to move through the steps. However, after selecting Continue at the final stage:</p> <ul style="list-style-type: none"> • The system will not complete the check-in. • A prompt will appear indicating that mandatory elements are missing. <p>Upon reviewing the screen (scrolling up), you will observe that:</p> <ul style="list-style-type: none"> • No seat has been allocated to the passenger. • The seat field will appear blank. <p>This indicates that the flight has reached full capacity and no seats are available for assignment.</p>																																																																						
<p>4.</p>	<p>If no seat is available due to full flight capacity, the passenger can only be processed as stand-by. To complete a stand-by check-in in Check-in Update, proceed as follows:</p> <ol style="list-style-type: none"> 1. Swipe the passenger’s passport to collect API. 2. Add any hold baggage, if applicable. 3. At the bottom of the Check-in Update page, select “InVol. Standby.” <p>Once selected, the system will:</p> <ul style="list-style-type: none"> • Process the passenger as a stand-by, and • Print a stand-by boarding pass. 																																																																						

	 <p>Figure A2 – Accepting PAP as SBY in Crane</p>
<p>5.</p>	<p>On a stand-by boarding pass, a seat number will not be displayed. Instead, the boarding pass will show a stand-by reference code as follows:</p> <ul style="list-style-type: none"> • SBA1 – First accepted stand-by passenger • SBA2 – Second accepted stand-by passenger • SBA3 – Third accepted stand-by passenger • And so on, in sequential order <p>This code indicates the passenger’s priority position on the stand-by list.</p>
<p>6.</p>	<p>When handling a passenger affected by an overbooked flight, communicate the situation clearly, calmly, and professionally. Ensure the following points are explained:</p> <ul style="list-style-type: none"> • The flight is currently overbooked and operating at full capacity. • A seat may become available at the boarding gate if other passengers do not present themselves for boarding (no-shows). • Final seat allocation decisions will be made by the gate agents prior to departure. • If boarding is ultimately denied, the airline will: <ul style="list-style-type: none"> ○ Arrange rebooking on the next available flight at the earliest opportunity, and ○ Provide compensation in accordance with applicable passenger rights regulations. <p>Advise the passenger that compensation claims are processed directly through the airline. Should denied boarding occur, we will provide full assistance and guidance regarding the next steps.</p>
<p>7.</p>	<ul style="list-style-type: none"> • Advise the stand-by passenger to proceed directly to the boarding gate and present themselves to the gate agents. Emphasize the importance of remaining at the gate area until final boarding decisions are made. • Inform the gate agents that the stand-by passenger(s) have been checked in. • Clearly advise the gate agents if any stand-by passenger(s) have hold baggage. • Provide the gate with all relevant stand-by baggage tag numbers to ensure proper tracking and reconciliation. • Once the gate is occupied, the baggage status should be cross-checked in Eagle, even though stand-by baggage typically changes to red automatically. This verification is mandatory to ensure full baggage reconciliation and operational compliance.



STAND-BY PASSENGER AT GATE

Step	Action
1.	<p>Upon gate occupation, complete the following checks in Eagle:</p> <ul style="list-style-type: none"> • Verify that all stand-by baggage has automatically changed to red status. • If any stand-by baggage has not changed to red, update the status manually in the system. • Immediately inform the Ramp Agent of any manual changes
2.	<p>After check-in has closed, perform a review to identify any passengers who:</p> <ul style="list-style-type: none"> • Did not complete check-in, but • May have reserved a seat in advance. <p>This ensures that all potential passengers are accounted for and allows the gate agents to manage stand-by lists, no-shows, and seat allocation efficiently.</p>
3.	<p>If passengers who reserved seats but did not check in (no-shows) are identified:</p> <ol style="list-style-type: none"> 1. Notify the Supervisor and request that the seats of the no-show passengers be released. 2. Once the seats are released, onload stand-by passengers using the Standby Onload option on the Flight Information page: <div data-bbox="309 916 1386 1294" data-label="Image"> </div> <p>Figure A3 –Flight Information Page in Crane</p>
4.	<p>Once stand-by passengers have been allocated seats:</p> <ol style="list-style-type: none"> 1. Print new boarding passes reflecting the assigned seat numbers. 2. Inform passengers of their seat allocation clearly. 3. After the passenger has boarded, verify that their checked baggage status in Eagle has changed to green. <ul style="list-style-type: none"> ○ If the baggage has not updated automatically, manually change the status to green.
5.	<p>If the Standby Onload option is not functioning:</p> <ol style="list-style-type: none"> 1. Notify the Supervisor immediately. 2. Request the Supervisor to reopen the flight temporarily. 3. Perform a standard check-in for the stand-by passenger.
6.	<p>If no seats remain available after check-in closure:</p> <ul style="list-style-type: none"> • Advise stand-by passengers to wait in the designated area near the gate. • Explain that they will be considered for boarding after all confirmed passengers have boarded. • Ensure passengers remain attentive and accessible so they can be promptly accommodated if seats become available at the end of boarding.



7.	<p>Boarding agent must follow the standard operating procedure and must exercise heightened vigilance to ensure that:</p> <ul style="list-style-type: none"> • Every passenger boards only after their boarding pass has been successfully scanned. <p>Key reasons for strict scanning compliance in regard to overbooked flights:</p> <ul style="list-style-type: none"> • Failure to scan a boarding pass results in the passenger being recorded as a no-show in the system. • This may cause the passenger’s seat to be incorrectly reassigned to a stand-by passenger. • Duplicate seat assignments can lead to operational disruptions, delays, and confusion during boarding.
8.	<p>If there is any indication or suspicion that a passenger may have boarded without their boarding pass being scanned, or if system data (e.g., CAMEL) shows the passenger has passed through security:</p> <ol style="list-style-type: none"> 1. Perform a seat verification before releasing or reallocating the seat to a stand-by passenger. 2. Confirm that the original passenger has not occupied the seat.
9.	<p>If no-show passengers are identified after boarding is completed, and it is confirmed that they did not board without scanning their boarding pass, proceed as follows:</p> <ol style="list-style-type: none"> 1. Offload the no-show passengers from the system. 2. Onload the stand-by passenger(s) to fill the available seat(s). 3. Print new boarding passes reflecting the allocated seat(s). 4. Board the stand-by passenger(s), ensuring proper scanning of the boarding pass.
10.	<p>If the number of stand-by passengers exceeds the number of available seats:</p> <ul style="list-style-type: none"> • Allocate seats based on stand-by priority, using the sequential stand-by codes: <ul style="list-style-type: none"> ○ SBA1 – highest priority ○ SBA2 – next in priority ○ SBA3, and so on
11.	<p>If a stand-by passenger cannot be accommodated and is denied boarding:</p> <ol style="list-style-type: none"> 1. Inform the passenger that unfortunately there is no seat left for them and they will not be able to take the flight. 2. Locate the stand-by passenger in Check-in mode. 3. Select the passenger and choose “Involuntary DB” to add them to the Denied Boarding List. <div data-bbox="311 1668 1364 1758" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> </div> <p>Figure A4 – Adding Passenger to Denied Boarding List in Crane</p> <p>Immediately after adding a passenger to the Denied Boarding List:</p> <ul style="list-style-type: none"> • Inform the Supervisor on Duty without delay. • Provide the passenger’s full name and PNR number for proper record-keeping and further assistance. • Hand over to the passenger the Pegasus Airlines Passenger Rights Brochure:



	<div style="display: flex; justify-content: space-between;"> <div style="width: 30%; border-right: 1px solid black; padding-right: 5px;"> <p style="writing-mode: vertical-rl; transform: rotate(180deg); font-weight: bold; margin: 0;">PEGASUS AIRLINES PASSENGER RIGHTS BROCHURE</p> </div> <div style="width: 65%; padding-left: 5px;"> <p>Dear Passengers,</p> <p>1. This information has been prepared with reference to the passenger rights regulations which are applicable on journeys operated by Pegasus Airlines in Turkey, the European Union, the United Kingdom and other relevant national and international civil aviation jurisdictions. It aims to inform you of the rights you are entitled to in the following circumstances:</p> <ol style="list-style-type: none"> 1.1 when you are denied boarding except in the situations permitted by statutory regulations or 1.2 your flight is cancelled or 1.3 your flight is delayed and takes place later than scheduled (this includes delays due to your aircraft landing in a different location than the one scheduled and missing a connecting flight). <p>2. To be eligible for these rights, you must have a valid ticket for the relevant Pegasus Airlines flight and must be at pre-flight security control: at least 45 minutes before the scheduled departure time for domestic scheduled flights; at least 60 minutes before the scheduled departure time for international scheduled flights; and within the check-in times stated by Pegasus Airlines for charter flights.</p> <p>3. The services outlined here may be delivered to you by Pegasus Airlines, or tour operators or ground crew authorised to act on behalf of Pegasus Airlines.</p> <p>4. Pegasus Airlines gives priority to unaccompanied children, people with disabilities or restricted mobility together with their companions and guide dogs certified to accompany passengers in this category. This applies to both carriage and the provision of other services.</p> <p>5. There is only one service class in all journeys operated by Pegasus Airlines. Therefore, passengers will not be offered a difference service class to the one they have made a reservation for.</p> <p>IMPORTANT WARNINGS AND EXEMPTIONS</p> <p>6. Passengers who are not allowed to board their flight for justifiable reasons such as health, safety, security or not having appropriate travel documents do not qualify for the rights specified here.</p> <p>7. Compensation is not paid by our airline if flight disruptions occur, despite our airline taking all precautions, due to exceptional circumstances. Exceptional circumstances may arise when operations are affected by political instability, unsuitable meteorological conditions for the flight, natural disasters, security risks, unexpected flight safety issues, strikes, air traffic and airport restrictions.</p> <p>8. Pegasus Airlines takes no responsibility for not being able to contact passengers if, despite their contact details being requested, the information is not provided or is incorrect.</p> <p>We thank you for your understanding, Pegasus Airlines</p> </div> <div style="width: 30%; border-left: 1px solid black; border-right: 1px solid black; padding: 5px;"> <p style="text-align: center; font-weight: bold; margin: 0;">COMMUNICATION AND COMPLAINTS MANAGEMENT</p> <p>If you are not satisfied with the rights and services you have been offered within the scope of this information bulletin:</p> <p>9. We request you to be the first instance to make your complaint or request to our service provider in your location. Please remember that this is the quickest way to find a resolution to your issues.</p> <p>10. If you feel that your complaint or request has not been handled in a satisfactory manner, please write to us using the contact form on our website https://www.pegas.com/size-yakim. Alternatively, you can make your complaint or request by contacting our call centre on the numbers listed on this page. Please include:</p> <ol style="list-style-type: none"> 10.1 A short summary of your complaint or request, 10.2 Your flight date, flight number, and reservation number (PNR), 10.3 Please provide this information so that we can investigate the copies of the relevant documents and details of the services you received in relation to the flight disruptions. We request that you keep a copy of each relevant document for a reasonable amount of time until the matter has been resolved in a manner that is satisfactory for you. <p>11. If you have sent a complaint or request in relation to the flight disruptions outlined in this document and you feel that the response has been inadequate, or that the matter is still unresolved, or if you do not receive any response within 10 days, you can submit your complaint to the Turkish Ministry of Transport, Maritime Affairs and Communications Civil Aviation Head Office passenger rights section (http://yh.sgm.gov.tr/).</p> <p>12. The authorities responsible for the implementation of the passenger rights specified here in relation to Pegasus flights departing from EU member states have been listed for each country. You can submit complaints or requests to the appropriate organisation if you feel dissatisfied with the resolution you have received from us. They can be contacted by the links following the list of</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <thead> <tr> <th>National Enforcement Bodies</th> <th>Bodies</th> </tr> </thead> <tbody> <tr> <td>https://ec.europa.eu/transport/info/passengers/2004_261_national_enforcement_bodies.pdf</td> <td></td> </tr> <tr> <td>Authority responsible for the UK is UK Civil Aviation Authority https://www.caa.co.uk/Our-work/about-us/contact-us/</td> <td></td> </tr> </tbody> </table> </div> <div style="width: 30%; border-left: 1px solid black; padding-left: 5px;"> <p style="text-align: center; font-weight: bold; margin: 0;">PASSENGER RIGHTS CONTACT DETAILS</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 8px;"> <tbody> <tr> <td>Turkey - Flight</td> <td>0850 250 6702</td> </tr> <tr> <td>Disruptions Fax no:</td> <td>0200 216 560 70 93</td> </tr> <tr> <td>Germany**</td> <td>0049 2197539025</td> </tr> <tr> <td>Austria</td> <td>0043 12675322</td> </tr> <tr> <td>Azerbaijan</td> <td>00994 12 5980598</td> </tr> <tr> <td>Bahrain</td> <td>00973 17212033</td> </tr> <tr> <td>United Arab Emirates Abu Dhabi</td> <td>00971 4 3578128 00971 02 6770678</td> </tr> <tr> <td>Denmark</td> <td>0045 7874491</td> </tr> <tr> <td>France</td> <td>0033 170900140</td> </tr> <tr> <td>Georgia</td> <td>00995 32 2 40 00 40</td> </tr> <tr> <td>Netherlands</td> <td>0031 20262924</td> </tr> <tr> <td>Iraq (Sulaymaniyah)</td> <td>00964 7827818749</td> </tr> <tr> <td>United Kingdom</td> <td>0044 333003555</td> </tr> <tr> <td>Israel</td> <td>00972 37208299</td> </tr> <tr> <td>Sweden</td> <td>0046 84030872</td> </tr> <tr> <td>Switzerland***</td> <td>0041 445510018</td> </tr> <tr> <td>Italy</td> <td>0039 0645228934</td> </tr> <tr> <td>Qatar</td> <td>00974 44421807 00974 44420961</td> </tr> <tr> <td>Kazakhstan</td> <td>0077019881918</td> </tr> <tr> <td>Kosovo</td> <td>00381 38 225 810</td> </tr> <tr> <td>Kuwait</td> <td>00965 2244709</td> </tr> <tr> <td>Lebanon</td> <td>00961 1 369 869</td> </tr> <tr> <td>Egypt</td> <td>0020 100608901 0020 100068070 0020 1006018625</td> </tr> <tr> <td>Norway</td> <td>0047 21959265</td> </tr> <tr> <td>Romania</td> <td>0040 21 375 91 75 0040 21 315 13 59</td> </tr> <tr> <td>Russia</td> <td>007 8496002878</td> </tr> <tr> <td>Ukraine</td> <td>0038 0800 505 510</td> </tr> <tr> <td>Greece</td> <td>0030 210 32 44453</td> </tr> <tr> <td>Turkish Republic of Northern Cyprus & Other Countries</td> <td>0090 850 250 6777</td> </tr> </tbody> </table> <p>* Landline €0.20 per minute, Mobile € 0.60 per minute ** Landline CHF 0.36 per minute *** Open: Monday-Friday 09:00 – 18:00 and 14:00 – 18:00.</p> </div> </div>	National Enforcement Bodies	Bodies	https://ec.europa.eu/transport/info/passengers/2004_261_national_enforcement_bodies.pdf		Authority responsible for the UK is UK Civil Aviation Authority https://www.caa.co.uk/Our-work/about-us/contact-us/		Turkey - Flight	0850 250 6702	Disruptions Fax no:	0200 216 560 70 93	Germany**	0049 2197539025	Austria	0043 12675322	Azerbaijan	00994 12 5980598	Bahrain	00973 17212033	United Arab Emirates Abu Dhabi	00971 4 3578128 00971 02 6770678	Denmark	0045 7874491	France	0033 170900140	Georgia	00995 32 2 40 00 40	Netherlands	0031 20262924	Iraq (Sulaymaniyah)	00964 7827818749	United Kingdom	0044 333003555	Israel	00972 37208299	Sweden	0046 84030872	Switzerland***	0041 445510018	Italy	0039 0645228934	Qatar	00974 44421807 00974 44420961	Kazakhstan	0077019881918	Kosovo	00381 38 225 810	Kuwait	00965 2244709	Lebanon	00961 1 369 869	Egypt	0020 100608901 0020 100068070 0020 1006018625	Norway	0047 21959265	Romania	0040 21 375 91 75 0040 21 315 13 59	Russia	007 8496002878	Ukraine	0038 0800 505 510	Greece	0030 210 32 44453	Turkish Republic of Northern Cyprus & Other Countries	0090 850 250 6777
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12.	<p>Upon notification of a denied boarding passenger, the Supervisor on Duty will:</p> <ol style="list-style-type: none"> 1. Request the GCC (Guest Control Center) to check for alternative flights for the affected passenger. 2. Ensure that GCC rebooks the passenger and provides the supervisor with the new routing details. 3. If the alternative flight is not on the same day, arrange accommodation for the passenger. 																																																																
13.	<p>If the rebooked flight is on the same day and the passengers are traveling with cabin baggage only:</p> <ul style="list-style-type: none"> • Passengers may remain airside, provided one of the following conditions is met: <ul style="list-style-type: none"> ○ Boarding passes are issued at the gate, or ○ Passengers complete online check-in themselves. 																																																																
14.	<p>If the rebooked flight is on the same day and passengers have checked baggage:</p> <ol style="list-style-type: none"> 1. Passengers must collect their offloaded bags from the baggage claim area. 2. All bags must then be re-checked for the new flight. 																																																																

REFERENCE

Pegasus Airlines GOM, 9.6.6 Denied Boarding Due To Unavailability Of Seats