



LOCAL OPERATING PROCEDURE_FRA_PC008

Handling of Overbooking

Version/Rev	Date	Section	Amendment
V1/R0	17.03.2026	Full LOP	Initial issue

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PURPOSE

This Local Operating Procedure (LOP) establishes a standardised process for handling standby passengers on overbooked Pegasus Airlines flights at Frankfurt Airport (FRA). 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 holding a confirmed reservation may be denied boarding due to irregularity reasons, for example:

- (1) Overbooking of the flight.
- (2) Reduced aircraft seating capacity due to unserviceable equipment (cabin doors, slides, etc.).
- (3) Reduced weight/seat capacity due to a payload restriction.
- (4) Change of aircraft or version.



PROCEDURE STEPS

STANDBY PASSENGER AT BAG DROP

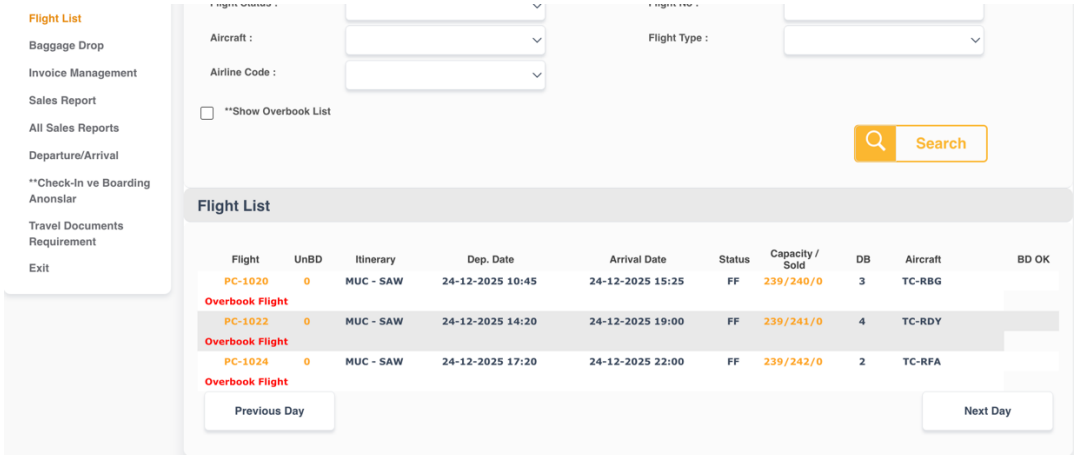
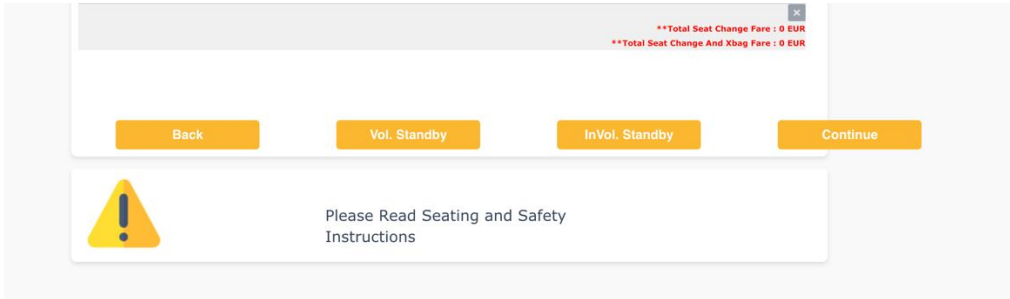
Step	Action
<p>1.</p>	<p>Verify whether the flight is overbooked by going to Flight List and checking Capacity/Sold figures. If Sold number is bigger than the Capacity, it means that the flight is overbooked. "Overbook Flight" comment will be displayed under the flight number:</p>  <p>Figure A1 – Flight List in Crane</p>
<p>2.</p>	<p>On overbooked flights, passenger who arrives at the check-in counter after flight capacity has been reach, it will not be possible to allocate the seat anymore. This is usually a passenger that did not do online checkin or did not reserve the seat and comes to the counter towards the end of the check-in.</p>
<p>3.</p>	<p>When displaying the affecting passenger in the Crane and continuing Check-in Updates usual, in the end after you press Continue the system will not check the passenger in and display a prompt that some mandatory elements are missing. If you scroll up, you will see that the there is no seat allocated to the passenger and instead the window is blank.</p>
<p>4.</p>	<p>This means that due to unavailability of the seat we can only perform a stand-by check-in. To print the standby boarding pass for the passenger, in Check-in Update page first you swipe the passport, add hold baggage (if applicable) and on the bottom side of the page select InVol. Standby. The system will check the standby passenger in and print a standby boarding pass.</p> 



Figure A3 – Checked-in sby PAX in Acente	
	On a standby boarding pass instead of seat number will be displayed SBA1 for the first accepted standby passenger, SBA2 for the second accepted standby passenger, SBA3 for the third accepted standby passenger, etc.
5.	<p>Inform the customer clearly and calmly about the situation. Explain that:</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 should any passengers fail to present themselves (no-shows). • Seat allocation decisions will be made by the gate agents prior to departure. • In the event that boarding is ultimately denied, the airline will arrange rebooking on the next available flight at the earliest opportunity, and the customer will be entitled to compensation in accordance with applicable passenger rights regulations, which will be claimed directly from the airline. If this will be the case, we will assist the customer with further steps.
8.	<ul style="list-style-type: none"> • Advise standby passenger to proceed to the gate and present themselves to the gate agents. • Inform gate agents that you have checked in the standby passenger(s) for the flight. • Inform the gate agents if standby passenger(s) have hold baggage. • Provide all standby baggage tag numbers to the gate. • Once the gate is occupied, baggage status needs to be cross-checked in BRS, even though normally standby bags are turning red automatically.

STANBY PASSENGER AT GATE

Step	Action
1.	<p>Upon gate occupation:</p> <ul style="list-style-type: none"> • Check that all standby bags are on red in BRS • In case not, change to red manually and inform the ramp agent
2.	After check-in closure, check for passengers who did not check in but might have reserved the seats.
3.	<p>If no-shows who did not check in but reserved the seats are identified:</p> <ul style="list-style-type: none"> • Contact the supervisor and ask to release the seats of the no-show passengers • After seats are released, onload standbys from Standby Onload option in the Flight Information page:



4.	<ul style="list-style-type: none"> • Print new boarding passes with allocated seats for stanby passengers. • Inform customers of their seat number. • After passenger is boarded, double check that their checked in baggage turned to green in BRS, and in case not change it to green manually.
	<p>If Stanby Onload option does not work for some reason, ask supervisor to open the flight and perform a standard check-in for the stanby passenger at the gate.</p>
5.	<p>If no seats available after check-in closure, ask stanby passengers to wait on the side until boarding is completed.</p>
6.	<p>When boarding an overbooked flight, boarding agents must exercise heightened vigilance to ensure that every passenger boards only after their boarding pass has been successfully scanned. Failure to scan a boarding pass will result in the passenger being recorded in the system as a no-show, which may lead to their seat being incorrectly reassigned to the standby passenger. This can cause duplicate seat allocation, operational disruption, and significant delays while the issue is resolved.</p>
7.	<p>If there is any indication or suspicion that a passenger may have boarded without their boarding pass being scanned, agents must perform a seat check before releasing/reallocating the seat to the stanby passenger. This verification step is critical to prevent incorrect seat release, duplicate seat allocation, and potential safety and operational disruptions.</p>
8.	<p>If any no-shows are identified after boarding has been completed, and it has been positively confirmed that these passengers have not boarded without scanning their boarding pass, proceed as follows:</p> <ul style="list-style-type: none"> • Offload the noshows. • Onload the stanby passenger(s) • Print a new boarding pass with the allocated seat • Board the passenger
9.	<p>If the number of standby passengers exceeds available seats:</p> <ul style="list-style-type: none"> • Apply priority as displayed by the standby number: SBA1, SBA2, etc.
10.	<p>If any standby passenger is denied boarding:</p> <ul style="list-style-type: none"> • Put the passenger on Denied Boarding list -> find the passenger in the Checkin mode, select the passenger, and select Involuntary DB :



	<div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"><div style="display: flex; justify-content: space-around; margin-bottom: 10px;">Continue Check-inVoluntary DBInvoluntary DB</div><ul style="list-style-type: none">• Inform the Supervisor on Duty immediately by sending the full name and PNR number of the Denied Boarding passenger.</div>
11.	<p>The supervisor will:</p> <ul style="list-style-type: none">• Ask GCC to check for alternative flights• GCC will rebook passengers and inform supervisor about the new routing• If the flight is not on the same day, arrange accomodation.
12.	<p>If the new flight is on the same day and passengers have cabin baggage only:</p> <ul style="list-style-type: none">• They may remain airside, provided boarding passes are issued at the gate or the passengers complete online check-in themselves.
13.	<p>If passengers have checked baggage:</p> <ul style="list-style-type: none">• They must collect their offloaded bags from baggage claim.• Bags must be re-checked for the new flight.

REFERENCE

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