



LOCAL OPERATING PROCEDURE_FRA_PC009

Handling of Unaccompanied Minors

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

Prepared by: Sergo Eliava
Revised by: Jonathan La Court
Approved by: Norbert Rakoczi
Issued: 17.03.2026
Version: V1

PURPOSE

This Local Operating Procedure (LOP) establishes a standardised process for the handling, supervision, and protection of Unaccompanied Minors (UMNR) at departure and arrival. This procedure aims to ensure the welfare of UMNR passengers, clear accountability of staff, and alignment with airline, regulatory, and safety requirements throughout all stages of their journey.

OBJECTIVE

The objectives of this LOP are to:

- Ensure the **safety, security, and well-being** of all Unaccompanied Minor passengers at all times while under the responsibility of ground handling staff.
- Provide **clear roles and responsibilities** for all personnel involved in the handling of UMNRs, including check-in agents, boarding staff, supervisors, and arrival personnel.
- Standardise procedures for the **correct completion, distribution, and control of UMNR documentation** (UM Form and UM Envelope).
- Ensure compliance with **aviation safety, security, and airline policies**, including seating, boarding, and custody requirements.

APPLICATION

Passenger Services Department:
Customer Service Agent
Supervisor/Lead Agent

GENERAL INFORMATION

Any child under 12 years of age must be accompanied by an adult who is 18 years or older, unless the child, aged between 6 years 1 day and 11 years 11 months 30 days, is travelling as an Unaccompanied Minor (UMNR) in accordance with the UMNR procedure.



A passenger who has reached their 12th birthday up to, but not including, their 18th birthday is defined as a Young Person (YP). Upon request from relatives or guardians, the YP status may be highlighted to Cabin Crew, who will provide additional attention during the flight. Transport of Young Persons does not require completion of any special forms or formal procedures.

Children aged over 6 years and under 12 years (between 6 years 1 day and 11 years 11 months 30 days) may be accepted to travel alone as an Unaccompanied Minor (UMNR). Booking and ticketing for minors in this age group can only be processed via the Pegasus Airlines Call Centre.

Transfer UMNRs are not accepted on PGT flights.

PROCEDURE STEPS

HANDLING OF OUTBOUND UMNR

Step	Action
1.	The Unaccompanied Minor (UMNR) must be accompanied to the airport of departure by a parent or legal guardian.
2.	Upon arrival at check-in, request and verify the UMNR's travel documentation from the accompanying adult and locate the passenger in the Departure Control System (Crane DCS). Once retrieved, confirm that all required remarks and SSR codes related to the UMNR are correctly entered and displayed in Crane.
3.	Complete form PG-DO-FR-051 – UMNR Handling Advice/Declaration in full, ensuring that: <ul style="list-style-type: none">• The responsible adult (parent or legal guardian) has fully filled the form out signed the authorisation section, and• Valid proof of identity has been provided and verified. The UMNR form must be completed in one original and five copies , distributed as follows: <ul style="list-style-type: none">• Original (1st page): Parent or legal guardian• 2nd copy: Departure station• 3rd copy: Transit station (if applicable)• 4th copy: Cabin Crew• 5th copy: Destination station• 6th copy: UMNR envelope accompanying the passenger
4.	Once the UMNR form is fully completed and signed, proceed with standard check-in procedures for the UMNR.
5.	Provide the parent/legal guardian with: <ul style="list-style-type: none">• The first copy of the UMNR form, and• The UMNR's passport and boarding pass, with all remaining copies of the completed UMNR form goes inside the UMNR envelope
6.	The UMNR Envelope must be also fully filled out.



7.	After check-in is completed, inform check in coordinator to provide you with permission to pass or call Supervisor on Duty to bring a permission to pass for the parent/guardian at the check in counters.
8.	Advise the responsible adult that: <ul style="list-style-type: none"> • They must remain at the airport until the aircraft is airborne. • Supervisor will bring PtP to the check in counters or will give the PtP to the check in coordinator of the flight. The check in agent fills the permission to pass and directs passengers to gate.
9.	<ul style="list-style-type: none"> • UMNRs should preferably be pre-boarded whenever operationally possible. • The boarding agent escorting the UMNR to the aircraft must wear a high-visibility vest at all times. • The UMNR must be personally handed over to a designated cabin crew member. • The cabin crew member must sign the UMNR form upon receipt of the passenger.
10.	After signature: <ul style="list-style-type: none"> • The 2nd copy of the UMNR form remains at the departure station. • The responsible boarding agent must retrieve this copy from cabin crew and submit it to the Supervisor/Lead Agent.
11.	At all times prior to boarding, the UMNR must remain under staff supervision and in safe custody. Under no circumstances shall an UMNR be allowed to wander unaccompanied in the terminal or airside areas.
12.	Once confirmation is received that the aircraft is airborne, the Supervisor or designated staff member shall inform the responsible adult that they may leave the airport.

HANDLING OF INBOUND UMNR

Step	Action
1.	When assigned to collect an arriving UMNR, coordinate in advance with OPS/TRC to arrange airside access or aircraft transfer if required.
2.	Ensure that you are present at the arrival gate/position in good time before aircraft arrival and that you are wearing a high-visibility vest at all times while airside.
3.	Upon aircraft arrival, meet the UMNR at the door and collect all relevant travel documents from the cabin crew.
4.	Sign the UMNR Form provided by cabin crew to formally accept responsibility for the minor. Before signing, verify that: <ul style="list-style-type: none"> • The form is fully completed, and • The details of the person meeting the UMNR on arrival are clearly stated. Once signed, cabin crew will release the 5th and 6th copies of the UMNR Form to you.



5.	Escort the UMNR from the aircraft to the terminal and accompany them through passport control. If the UMNR has checked baggage, proceed to baggage claim and collect it on their behalf. At no point must the UMNR be left unattended.
6.	After exiting baggage claim, locate the person designated to meet the UMNR on arrival. Request official identification (ID card or passport) and verify that this person matches the details recorded on the UMNR Form.
7.	If the identity is confirmed: <ul style="list-style-type: none">• Ask the receiving person to sign the UMNR Form.• The 5th copy of the UMNR Form to be handed over to the Supervisor.• Place the 6th and final copy back inside the UMNR envelope.• Once all signatures are collected and documentation distributed, formally release the UMNR by handing them over to the receiving adult.
8.	If the person present to collect the UMNR does not match the individual named on the UMNR Form, do not release the UMNR under any circumstances.
9.	Immediately inform the Supervisor on Duty and escort the UMNR with the person meeting on arrival to the office while the situation is clarified.
10.	The Supervisor will contact the Guest Control Centre (GCC) to report the discrepancy and request further instructions.
11.	GCC will review the situation and provide guidance on next steps. The UMNR must not be released to anyone without explicit confirmation and authorization from the airline.



SAFETY / SECURITY NOTES

- Unaccompanied Minor (UMNR) passengers are not permitted to travel with PETC (Pet in Cabin).
- A child aged between **6 years 1 day and 11 years 11 months 30 days** may travel accompanied by a Young Person (YP); however, in such cases, the **full Unaccompanied Minor (UMNR) procedure must still be applied.**
- The seating allocation for an Unaccompanied Minor must ensure that cabin crew can maintain **visual or audible contact** with the child at all times during all phases of the flight.
- Unaccompanied Minors **must not be seated in emergency exit rows.**
- Unaccompanied Minors **must not be seated next to INAD, DEPA, or DEPU passengers.**

- UMNR passengers shall be seated **next to a responsible adult passenger** who is capable of providing assistance in the event of an emergency. This passenger must:
 1. Not be classified as a Special Category Passenger (SCP), and
 2. Have no other responsibilities that could prevent them from assisting the UMNR (e.g., an adult travelling alone is acceptable, whereas an adult travelling with young children is not).
- The **maximum number of Unaccompanied Minors permitted on any flight is eight (8).**

REFERENCE

Pegasus Airlines GOM, 1.10.1.9.11 Infants And Children

Pegasus Airlines GOM, 1.10.1.9.12 Unaccompanied Minor (UM)

Pegasus Airlines GOM, 1.5 Seat Assignment