



READ AND SIGN

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Topic: Pegasus Airlines – Collecting Revenue

Dear All

Pegasus Airlines has a strict 0 tolerance when it comes to excess baggage. If the passenger has 20 kgs in their ticket, it means the passenger can only drop off 20 kgs without extra charges. As soon as it is 21 kgs, the additional 1 kg must be paid by the passenger.

Furthermore, I would like to raise your awareness, registering wrong weights in the system can seriously endanger flight safety. Imagine 200 bags each of which are actually 1-2 kgs more than what is in the system; it is 200-400 kgs difference for the trim. Every kilogram counts!

Passengers have the possibility to book large cabin bag in advance or latest at the check-in counters (only possible when the quota is not full). GAEX charge is introduced to ensure all the passengers receive the service that they paid for. Weight on the cabin bag booked and allowed in the aircraft cabin is precisely calculated to ensure safe flight and must not be overlooked.

Seat selection or seat change at the check-in counters must be charged, same as it is charged when the ticket is being purchased or selection is done online before the flight.

To control that baggages are being registered in the system with their actual weight, and revenue is collected per Airline Policy, spot-checks are being performed by Pegasus.

In addition, we participate in commission after the collected revenue on which salaries are based too. To quote a different airline, it is good customer service to all passengers when charges are collected correctly and fair.

Thank you for your cooperation!