



LOCAL OPERATING PROCEDURE_HAM_PC008

Handling of Overbooking

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

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Version: V1

PURPOSE

This Local Operating Procedure (LOP) establishes a standardised process for handling standby passengers on overbooked Pegasus Airlines flights at Hamburg Airport (HAM). 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

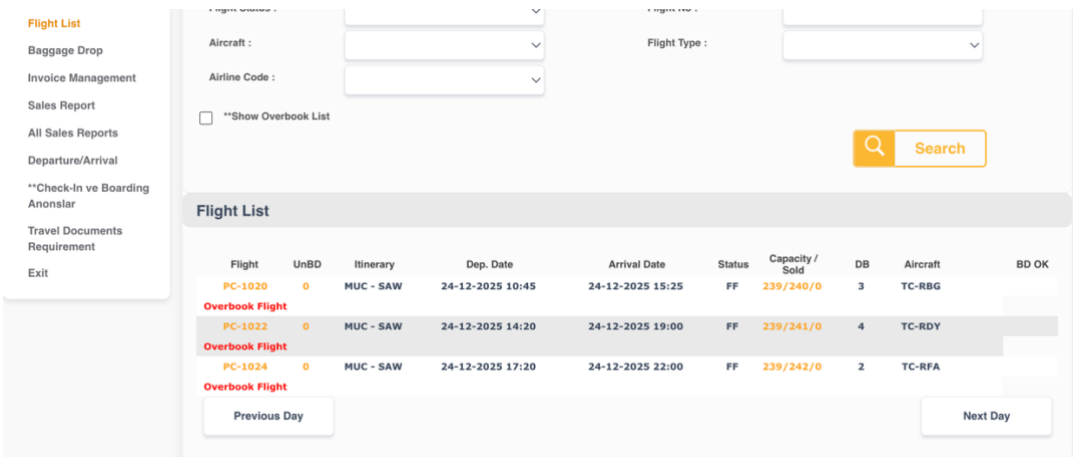
Passengers holding a confirmed reservation may be denied boarding due to irregularity reasons, for example:

- (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.

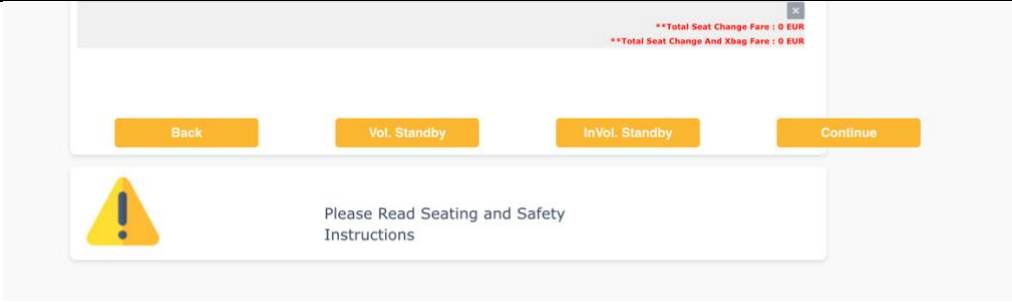


PROCEDURE STEPS

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 reached, it will not be possible to allocate the seat anymore. This is usually a passenger that did not do online check-in 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 Update as 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 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>



	 <p>Figure A2 – Accepting PAP as SBY in Crane</p>
	<p>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.</p>
<p>5.</p>	<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.
<p>8.</p>	<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 you accept someone, inform correctly the Ramp Agent which bag can be loaded.

STANBY PASSENGER AT GATE

Step	Action
<p>1.</p>	<p>Upon gate occupation:</p> <ul style="list-style-type: none"> • Check that all standby passengers in the system and who have bags.
<p>2.</p>	<p>After check-in closure, check for passengers who did not check in but might have reserved the seats.</p>
<p>3.</p>	<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:

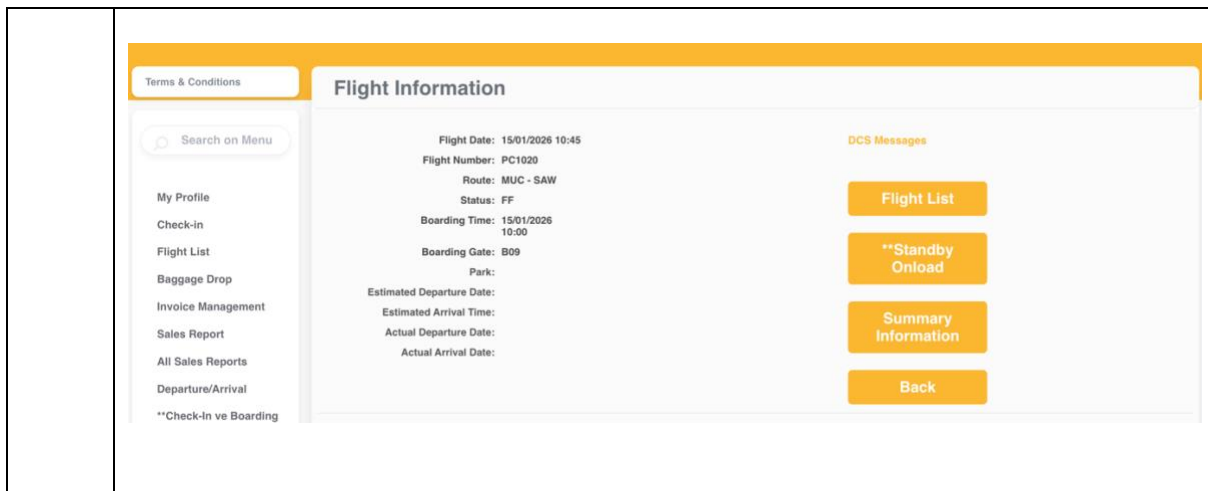


Figure A3 –Flight Information Page in Crane

4.	<ul style="list-style-type: none"> • Print new boarding passes with allocated seats for stanby passengers. • Inform customers of their seat number. • Inform the Ramp Agent which bags can be load.
	<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, or if system data (e.g. PAX Control) shows that the passenger has passed through security, agents must perform a seat check before releasing/reallocating the seat to the standby 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>



- Offload the standby customer and add them to the Denied Boardin List -> find the passneger in the Checkin mode, select the passenger, and select Involuntary DB :

Continue Check-in Voluntary DB Involuntary DB

Figure A4 – Adding Passenger to Denied Boarding List in Crane

- Inform the Supervisor on Duty immediately by sending the full name and PNR number of the Denied Boarding passenger.
- Hand over to the passenger the Pegasus Airlines Passenger Rights Brochure:

PEGASUS AIRLINES PASSENGER RIGHTS BROCHURE	<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> <p>1.1 when you are denied boarding except in the situations permitted by statutory regulations or</p> <p>1.2 your flight is cancelled or</p> <p>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> <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 your 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>	<p>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 in 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-yahin. Alternatively, you can make your complaint or request by contacting our call centre on the numbers listed on this page. Please include:</p> <p>10.1 A short summary of your complaint or request,</p> <p>10.2 Your flight date, flight number, and reservation number (PNR),</p> <p>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> <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 30 days, you can submit your complaint to the Turkish Ministry of Transport, Maritime Affairs and Communications Civil Aviation Head Office passenger rights section https://ahm.ataic.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 National Enforcement Bodies https://ec.europa.eu/transport/files/transport/files/2004_261_national_enforcement_bodies.pdf</p> <p>13. Authority responsible for the UK is UK Civil Aviation Authority https://www.caa.co.uk/Our-work/Aboutus/Contact-us/.</p>	<p>PASSENGER RIGHTS CONTACT DETAILS</p> <table border="1"> <tr><td>Turkey - Flight</td><td>0850 240 6702</td></tr> <tr><td>Disruptions Fax no:</td><td>0090 216 560 70 93</td></tr> <tr><td>Germany **</td><td>0049 21187539025</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 02 6770678</td></tr> <tr><td>Denmark</td><td>0045 7674491</td></tr> <tr><td>France</td><td>0033 170560140</td></tr> <tr><td>Georgia</td><td>00995 52 2 40 00 40</td></tr> <tr><td>Netherlands</td><td>0031 202626924</td></tr> <tr><td>Iraq</td><td>00964 750 895 50 20</td></tr> <tr><td>Iraq (Sulaymaniyah)</td><td>00964 7827818740</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 840308782</td></tr> <tr><td>Switzerland ***</td><td>0041 445510028</td></tr> <tr><td>Italy</td><td>0039 0645226934</td></tr> <tr><td>Qatar</td><td>00974 44421807</td></tr> <tr><td>Qatar</td><td>00974 44422961</td></tr> <tr><td>Kazakhstan</td><td>007702081518</td></tr> <tr><td>Kosovo</td><td>00381 38 225 810</td></tr> <tr><td>Kuwait</td><td>00965 24447709</td></tr> <tr><td>Lebanon</td><td>00961 1 369 869</td></tr> <tr><td>Egypt</td><td>0020 1006038901</td></tr> <tr><td>Egypt</td><td>0020 1006068070 0020 1006018625</td></tr> <tr><td>Norway</td><td>0047 2359365</td></tr> <tr><td>Romania</td><td>0040 21 375 91 75</td></tr> <tr><td>Romania</td><td>00 400 21 315 13 59</td></tr> <tr><td>Russia</td><td>007 8496902878</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</td><td>0090 850 250 6777</td></tr> <tr><td>Other Countries</td><td></td></tr> </table> <p>* Landline €0.20 per minute, Mobile € 0.60 per minute ** Landline CHF 0.30 per minute *** Open: Monday-Friday 09:00 - 13:00 and 14:00 - 18:00.</p>	Turkey - Flight	0850 240 6702	Disruptions Fax no:	0090 216 560 70 93	Germany **	0049 21187539025	Austria	0043 12675322	Azerbaijan	00994 12 5980598	Bahrain	00973 17212033	United Arab Emirates Abu Dhabi	00971 02 6770678	Denmark	0045 7674491	France	0033 170560140	Georgia	00995 52 2 40 00 40	Netherlands	0031 202626924	Iraq	00964 750 895 50 20	Iraq (Sulaymaniyah)	00964 7827818740	United Kingdom	0044 333003555	Israel	00972 37208299	Sweden	0046 840308782	Switzerland ***	0041 445510028	Italy	0039 0645226934	Qatar	00974 44421807	Qatar	00974 44422961	Kazakhstan	007702081518	Kosovo	00381 38 225 810	Kuwait	00965 24447709	Lebanon	00961 1 369 869	Egypt	0020 1006038901	Egypt	0020 1006068070 0020 1006018625	Norway	0047 2359365	Romania	0040 21 375 91 75	Romania	00 400 21 315 13 59	Russia	007 8496902878	Ukraine	0038 0800 505 510	Greece	0030 210 32 44453	Turkish Republic of Northern Cyprus	0090 850 250 6777	Other Countries	
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Figure B1 – Page 1 of the Pegasus Airlines Passenger Rights Brochure, form ref.: PG-MD-BK-002

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