



LOCAL OPERATING PROCEDURE_HAM_PC009

Handling of Unaccompanied Minors

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

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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 for Pegasus Airlines at Hamburg Airport (HAM). 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).

APPLICATION

Passenger Services Department:

Customer Service Agent

Supervisor/Lead Agent

Operations department:

Turnaround Coordinator / Load Controller

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.	An Unaccompanied Minor (UMNR) must be brought to the airport of departure by a parent or legal guardian . This ensures the child's safety, proper check-in, and handover to airline staff in compliance with company and regulatory procedures.																																																																
2.	Upon arrival at the check-in counter: <ol style="list-style-type: none">1. Request and verify the UMNR's travel documentation from the accompanying parent or legal guardian.2. Locate the passenger in the Departure Control System (Crane DCS).3. Confirm that all required remarks and SSR (Special Service Request) codes related to the UMNR are correctly entered and displayed in Crane. This ensures the child is properly registered in the system and that all necessary safety and handling measures are in place before departure.																																																																
3.	Complete the UMNR Handling Advice/Declaration (Form PG-DO-FR-051) in full, ensuring that: <ul style="list-style-type: none">• The responsible adult (parent or legal guardian) has fully completed the form and signed the authorization section.• Valid proof of identity has been provided and verified. Distribution of the completed form (1 original + 5 copies): <ol style="list-style-type: none">1. Original (1st page): Parent or legal guardian2. 2nd copy: Departure station3. 3rd copy: Transit station (if applicable)4. 4th copy: Cabin Crew5. 5th copy: Destination station6. 6th copy: UMNR envelope accompanying the passenger <div style="text-align: center;">UM FORMU</div> <p>VELİ/BEVEYİN AÇIKLAMASI:</p> <ol style="list-style-type: none">1. Aşağıda Adı-Soyadı yazılı olan çocuğun velisi olan ben, çocuğun refakatsiz olarak seyahat etmesine izin vermemektedir. Çocuğun kalleş, transfer-durak ve son varış noktasında aşağıda isim yazılı şahıslar tarafından refakat edileceğini teyid ederim. Kalleş yerindeki Velî/Beveynin, uçaklar kalkıncaya kadar, son varış yerindeki karışılma, uçuşun varış saatinde havalimanında bulunacaktır.2. Çocuk yukarıda bahsedildiği şekilde karşılanmasa, PEGASUS HAVA YOLLARI ve /veya diğer taşıyıcılar çocuğun emniyeti için gerekli gördükleri her türlü tertibi alma hakkını mahfuz tutmakta serbesttirler. Bu terip dışına, çocuğun kalleş havalimanına indiri hususunda da dahil bulunduklarını kabul ederim. Bundan dolayı ortaya çıkabilecek masrafları ödemeni taahhüt ederim.3. Çocuğun seyahati için geçeri bir pasaport, sağlık belgesi(çap kağıdı) veolumlu vizelere sahip olduğunu tasdik ederim.4. PEGASUS HAVAYOLLARI ve/veya diğer taşıyıcıları personellerini ve acentalarını doğabilecek bütün mesuliyetlerden hariç tutmayı, çocuğun seyahati ile ilgili her türlü zarar ve masrafları tahmin etmeyi kabul ederim.5. Aşağıda belirtilen refakatsiz çocuğun velisi/beveyni olarak imzası bulunan ben, aşağıdaki bilgilerin <p>DECLARATION OF PARENT/ GUARDIAN:</p> <ol style="list-style-type: none">1. I the undersigned parent or guardian of the below mentioned minor, agree to and request the unaccompanied carriage of the minor named below. I confirm that I have arranged for the over point and on arrival by the persons named below. These persons will remain at the airport until the flight has departed and/ or be available at the airport at the scheduled arrival time of the flight.2. Should the minor not be met at shop-over point or destination, I authorize the PEGASUS AIRLINES and other carrier(s) to take whatever action they consider necessary to ensure the minor's safe custody including return of the minor to the airport of original departure, and I agree to indemnify and reimburse the carrier(s) for the costs and expenses incurred by them in taking such action.3. I certify that the minor is in possession of all travel documents (passport, visa, healthy certificate, etc) required by applicable laws.4. In any case, I shall hold PEGASUS AIRLINES and/or other carrier(s) their agents harmless against any damages sustained and costs incurred by reason of or in connection with the minor's journey.5. I the undersigned parent or guardian of the below mentioned minor, agree and certify that the information provided is accurate. <p style="text-align: center;">VELİ/BEVEYİN İMZASI/TARİHİ PARENT'S/GUARDIAN'S SIGNATURE/DATE</p> <p>LÜTFEN BÜYÜK HARFLERLE DOLDURUNUZ PLEASE FILL IN THE FOLLOWING FORM IN CAPITAL LETTERS</p> <table border="1"><thead><tr><th colspan="6">REFAKATSİZ ÇOCUK BİLGİLERİ</th><th colspan="2">UNACCOMPANIED MINOR'S PERSONAL DETAILS</th></tr></thead><tbody><tr><td colspan="3">Soyadı/Family Name:</td><td colspan="3">Adı/First Name:</td><td colspan="2">Yaş/Age:</td></tr><tr><td colspan="3">Uçuş/Bilgileri FLIGHT INFORMATION</td><td colspan="3">TARİH/EDEN ADULT SEEING OFF ON DEPARTURE</td><td colspan="2">Görüşme/Önce KARŞILAYICI ADULT MEETING CHILD ON ARRIVAL</td></tr><tr><td>Uçuş/Flight:</td><td>Tarih/Date:</td><td>Sınıf/Class:</td><td>Nereden/From:</td><td>Nereye/To:</td><td>Adı-Soyadı/Full Name:</td><td colspan="2">Adı-Soyadı/Full Name:</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td>Adres/Address:</td><td colspan="2">Adres/Address:</td></tr><tr><td colspan="5">Özel Notlar/Special Instructions: (Hastalık,alergik diyet istekleri,Transit bilgileri) (e.g.medication,allergies,special dietary requirements,transit details,etc.)</td><td colspan="2">Telefon No/Phone Number:</td><td>Telefon No/Phone Number:</td></tr><tr><td colspan="3">Düzenleyen Personel Adı-Soyadı Issuing Staff</td><td>Kabin Amiri Purser</td><td>Ara İstasyon Personeli Adı-Soyadı Transit Staff</td><td colspan="2">Varış İstasyon Personeli Adı-Soyadı/Arrival Staff</td><td>Karşılayıcı /Adult Meeting</td></tr><tr><td colspan="3">İmza/Signature</td><td>İmza/Signature</td><td>İmza/Signature</td><td>İmza/Signature</td><td colspan="2">İmza/Signature</td></tr></tbody></table> <p>1.EBEVEYN KOPYASI/PARENT COPY</p>	REFAKATSİZ ÇOCUK BİLGİLERİ						UNACCOMPANIED MINOR'S PERSONAL DETAILS		Soyadı/Family Name:			Adı/First Name:			Yaş/Age:		Uçuş/Bilgileri FLIGHT INFORMATION			TARİH/EDEN ADULT SEEING OFF ON DEPARTURE			Görüşme/Önce KARŞILAYICI ADULT MEETING CHILD ON ARRIVAL		Uçuş/Flight:	Tarih/Date:	Sınıf/Class:	Nereden/From:	Nereye/To:	Adı-Soyadı/Full Name:	Adı-Soyadı/Full Name:							Adres/Address:	Adres/Address:		Özel Notlar/Special Instructions: (Hastalık,alergik diyet istekleri,Transit bilgileri) (e.g.medication,allergies,special dietary requirements,transit details,etc.)					Telefon No/Phone Number:		Telefon No/Phone Number:	Düzenleyen Personel Adı-Soyadı Issuing Staff			Kabin Amiri Purser	Ara İstasyon Personeli Adı-Soyadı Transit Staff	Varış İstasyon Personeli Adı-Soyadı/Arrival Staff		Karşılayıcı /Adult Meeting	İmza/Signature			İmza/Signature	İmza/Signature	İmza/Signature	İmza/Signature	
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Figure A1 – UMNR Form, Ref.: PG-DO-FR-051



4.	<p>Once the UMNR form is fully completed, signed, and verified:</p> <ul style="list-style-type: none"> • Proceed with standard check-in procedures for the unaccompanied minor, including: <ul style="list-style-type: none"> ○ Issuing the boarding pass, ○ Tagging any checked baggage, and ○ Ensuring all SSR codes and special handling requests are confirmed in the system. <p>This step ensures the UMNR is properly processed for travel while maintaining safety, security, and compliance with airline protocols.</p>
5.	<p>After completing check-in for the UMNR:</p> <ul style="list-style-type: none"> • Give the parent or legal guardian the first copy of the UMNR form, and place all remaining copies of the completed UMNR form together with the UMNR's passport and boarding pass into the UMNR envelope.
6.	<p>The UMNR Envelope must be also fully filled out.</p>
7.	<p>After check-in is completed, hand over a permission to pass, fill up your information on the sheet with your ID for what you provided a Permission to pass. With this the the accompanying adult will be able to pass the security. Inform in the group where the UMNR is sitting.</p>
8.	<p>Advise the responsible adult (parent or legal guardian) that:</p> <ul style="list-style-type: none"> • They must remain at the airport until the aircraft is airborne.
9.	<p>When boarding an Unaccompanied Minor (UMNR):</p> <ul style="list-style-type: none"> • Pre-board the UMNR whenever operationally possible to ensure a smooth and safe boarding process. • The boarding agent escorting the UMNR must wear a high-visibility vest at all times for identification and safety. • The UMNR must be personally handed over to a designated cabin crew member. • The receiving cabin crew member must sign the UMNR form to confirm receipt of the passenger.
10.	<p>After the cabin crew member signs the UMNR form upon receiving the passenger:</p> <ul style="list-style-type: none"> • The 2nd copy of the UMNR form remains at the departure station for record-keeping. • The responsible boarding agent must retrieve this copy from the cabin crew after boarding and submit it to the Supervisor or Lead Agent.
11.	<p>Prior to boarding, the Unaccompanied Minor (UMNR) must:</p> <ul style="list-style-type: none"> • Remain under staff supervision at all times. • Be kept in safe custody to ensure their safety and security. <p>Important:</p> <ul style="list-style-type: none"> • Under no circumstances shall the UMNR be allowed to wander unaccompanied in the terminal or airside areas.
12.	<p>OPS: Arrival station involved have to be notified by the passenger service message (PSM) of the UMNRs name, age, flight number, date and routing.</p>
13.	<p>Once confirmation is received that the aircraft is airborne:</p> <ul style="list-style-type: none"> • The Supervisor or designated staff member shall inform the responsible adult (parent or legal guardian) that they may leave the airport.



HANDLING OF INBOUND UMNR

Step	Action
1.	OPS notifies Passenger Handling supervisor on duty of the inbound UMNR.
2.	Supervisor on duty organises the agent who will meet inbound UMNR on arrival.
3.	When assigned to meet an arriving Unaccompanied Minor (UMNR) : <ul style="list-style-type: none"> • Coordinate in advance with OPS/TRC to arrange: <ul style="list-style-type: none"> ○ Airside access, and/or ○ Aircraft transfer, if required.
4.	When meeting an arriving Unaccompanied Minor (UMNR) : <ul style="list-style-type: none"> • Arrive at the gate or designated position well in advance of the aircraft's arrival. • While airside, ensure you are wearing a high-visibility vest at all times for identification and safety.
5.	Upon the aircraft's arrival: <ul style="list-style-type: none"> • Meet the UMNR at the aircraft door. • Collect all relevant travel documents from the cabin crew, including the UMNR form and any accompanying paperwork.
6.	When meeting an arriving Unaccompanied Minor (UMNR) : <ol style="list-style-type: none"> 1. Verify the UMNR form provided by cabin crew: <ul style="list-style-type: none"> ○ Ensure the form is fully completed. ○ Confirm that the details of the person meeting the UMNR on arrival are clearly stated. 2. Sign the UMNR form to formally accept responsibility for the minor. 3. Once signed, the cabin crew will release the 5th and 6th copies of the UMNR form to you for proper record-keeping and onward handling.
7.	After accepting responsibility for the arriving Unaccompanied Minor (UMNR) : <ol style="list-style-type: none"> 1. Escort the UMNR from the aircraft to the terminal. 2. Accompany the UMNR through passport control or any other arrival formalities. 3. If the UMNR has checked baggage, proceed to baggage claim and collect it on their behalf. 4. At all times, the UMNR must remain under your supervision and must never be left unattended.
8.	After exiting baggage claim : <ol style="list-style-type: none"> 1. Locate the person designated to meet the UMNR on arrival. 2. Request official identification (ID card or passport). 3. Verify that the individual matches the details recorded on the UMNR form.
9.	If the identity of the person meeting the UMNR is confirmed : <ol style="list-style-type: none"> 1. Ask the receiving adult to sign the UMNR form. 2. Hand the 5th copy of the UMNR form to the Supervisor for record-keeping. 3. Place the 6th (final) copy back inside the UMNR envelope. 4. Once all signatures are collected and documentation is properly distributed, formally release the UMNR by handing the child over to the authorized adult.
10.	If the person present to collect the Unaccompanied Minor (UMNR) does not match the individual named on the UMNR form: <ul style="list-style-type: none"> • Do not release the UMNR under any circumstances. • Maintain supervision of the child and notify the Supervisor immediately for further instructions.



11.	If the individual attempting to collect the UMNR does not match the details on the UMNR form: <ol style="list-style-type: none">1. Immediately inform the Supervisor on Duty.2. Escort the UMNR along with the person presenting themselves to the office while the situation is clarified.3. Maintain close supervision of the UMNR at all times until proper authorization is verified.
12.	When a handover discrepancy is identified: <ul style="list-style-type: none">• The Supervisor will contact the Guest Control Centre (GCC) to:<ul style="list-style-type: none">○ Report the discrepancy, and○ Request further instructions on how to proceed safely.
13.	<ul style="list-style-type: none">• The Guest Control Centre (GCC) will review the situation and provide guidance on the next steps.• The UMNR must not be released to any individual 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)**.

DOCUMENTATION & RECORD RETENTION

- 1) Copy of UMNR Form
Retention period: 2 years
Owner / Storage: DHS Main Office

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