PEGASUS AIRLINES-GROUND OPERATIONS "QUICK REFERENCE"			
PEGASUS AIRLINES	❖ *You can access to all Pegasus documents via: https://document.flypgs.com* ❖ **Official Web-site-Pegasus Airlines:** *https://www.flypgs.com*		
7/24 CONTACTS **NOTE:** **Please do not share this number with the guests.**	GCC can be contacted for all issues in scope of ground operations 7/24. Amount of stationary should be sufficient for 15 days at the station. When the stationary has below the minimum rate should be requested from stationery.request@flypgs.com e-mail address.		
	Duty Officer	+90 533 716 13 08	UKU (Flight Control)	+90 216 560 72 20 / +90 216 560 72 21
	E-mail:	guestcontrol@flypgs.com	MKU (Guest Control)	+90 216 560 72 06 / +90 216 560 74 55
	Skype:	pegasus.ops	DCS (DCS Control)	+90 216 560 72 22 / +90 216 560 24 58
	SITA:	ISTFPPC	Stock Control	stationery.request@flypgs.com
	Travel Documents Control Central Office-Sabiha Gokcen Airport if you have any question about the travel documents 7/24	Mobile: 00 90 530 108 21 71	Main line: +90 216 588 86 81	inad@flypgs.com ; SECURITY@flypgs.com for INAD, DEPU/DEPA cases pegasusvisa@flypgs.com for the questions and assistance *inad@flypgs.com;* for informing about the passenger(s) who are denied our flight for the reason of travel document violation by filling Pegasus 'Potentially Disruptive Passenger Information Form'.

Check-in Opening	The check in counters shall be opened 2 hours prior to check in closing time. Total duration of check in is 2 hours.

Check-in Closing		
	Check in Type	Check in Closing Time
	Kiosks-Domestic Flights	45 minutes prior to schedule time of departure (STD-45 minutes)
	Kiosks-International Flights	60 minutes prior to schedule time of departure (STD-60 minutes)
	Online & Mobile (where Pegasus DCS is available)	60 minutes prior to schedule time of departure (STD-60 minutes)
	Domestic Flight Check in Desks (Counters)	45 minutes prior to schedule time of departure (STD-45 minutes)
	International Flight Check in Desks (Counters)	60 minutes prior to schedule time of departure (STD-60 minutes)

Note	Check in opening & closing time may vary according to the local conditions, SLA or specific operational flow on provided that safe, secure and on time operation. Mutual understanding and agreement between Ground Handler and Pegasus must be provided.
Ticket Sales	All ticket sales processes that belong a specific flight will be completed 60 minutes before scheduled of departure time unless otherwise instructed by GCC.
Documents Deliverance to Aircraft	Load sheet (Mass and balance documentation), Passenger Information List (PIL) or Crew information sheet (where applicable) (All kind of special service items must be written in CIS or PIL with seat number of guest) Pax Manifest (2 Copies), General Declaration, NOTOC, (if necessary), UM Form, (if there is UM guest), Airway Bill (if there is cargo), Co-mail Form, (if there is co-mail), INAD-DEPU/DEPA form/travel documents, Weapon delivery form (only domestic flights in Turkey), Dispatch Release Documents, (Flight plan, Appropriate meteorological information, Appropriate NOTAM/AIS briefing documentation).
Check-In-CAUTIONS	• Compare the age limit depends on the date of birth and gender on the official travel documents/ticket or reservation with the guest. Being infant, child, male or female affects the passenger weights on load & trim sheet. Take necessary action to correct the mistakes. • Check the piece, weight and size of hand-baggage according to the rules and attach the hand-baggage label. The passenger weights include the allowance of cabin baggage and also any infant carried on same passenger seat. That's why cabin baggage and infants must be checked carefully and verified for conformity to the standards. **MYID TRAVEL:** It is an application offered by Lufthansa Industry System, which allows airlines to sell discounted stand-by or positive space (firm) personnel (leisure) / duty tickets. See details for check-in process **PG-YI-TL-007 MYID UYGULAMA TALİMATI**

	STEPS TO BE FOLLOWED WHEN DCS INTERRUPTION OR SLOWNESS
1.	If the system you are using, does not open or there is a slowness, try to close all the links and get the access again. If the access is not available, then;
2.	If you are using CRANE-ACENTE 3.6 /3.7, try to open CRANE-PAX 3.6 /3.7 (Printer type is the current Printer you are using)
3.	If you are using CRANE-PAX 3.6 /3.7, try to open CRANE-ACENTE 3.6 /3.7 (Printer type is the current Printer you are using)
4.	If you are using CRANE 3.7, the printer type must be AEA-SOCKET (TRAVSYS STATIONS) / CUTE-SOCKET (SITA STATIONS) / ARINC-SOCKET (ARINC STATIONS). If both links do not have access, follow the steps below.
5.	Contact to the the Local IT department to determine if there is any problem at the airport. If it is not Local IT problem, the image of the received error message should be sent to guestcontrol@flypgs.com / sistemdestek@flypgs.com and please contact to Guest Control by calling +90 533 716 1308.
6.	If the Station cannot get the interruption time from GCC as definite information within 5 min, in order to prevent any delays, Station decides to switch to Fallback system, if it is suitable for use.
7.	In case of get Through Check-in error for transfer guests, check-in is made to the intermediate point and baggage is tied up to the final destination.

8.	On Fallback, loadsheet should be prepared manually from the "Manual Operations Page" on Pades. On Fallback, click the "Edit" button in the "Flight Management" section. The figure is accessed from the "Figure" section. You can contact with Pegasus Operations Department or Area Audit Department for the manual loadsheet process.
9.	If main DCS system runs or back to its normal speed during using Fallback, you can switch to use main DCS.
10.	Please check out "Fallback Information Card" to switch from Fallback to main DCS system.

<p align="center">STEPS TO BE FOLLOWED WHEN USING FALLBACK SYSTEM</p>

1.	Port must be chosen from Login Page, when entering Fallback system.
2.	Before Check-in on fallback, "Edit" button is clicked from "Flight Management". Flight status is switched to "CI" from "Flight Information" section to open Check-in. Once a flight is open Check-in (CI) or Boarding (BD) on Fallback, Flight status is switched to "FH" on Acente automatically.
3.	There is no SSR BAGGAGE entry. Normal SSR would be added but special baggage tags such as; BCAR, WEAP, GOLF, WCH are not generated. After completed SSR adding, it is supposed to be added as normal baggage.
4.	When not access to Acente and Pax systems, Through Check-in cannot make on Fallback. During Check-in the first leg is selected and baggage is tied up to the final destination.
5.	Ticket sales, ticket changes, adding paid SSRs, excess baggage payments cannot be made on the Fallback system. Excess baggage payment must be collected on the manual voucher, and the voucher number must be recorded on the relevant baggage tag number on the Fallback system.
6.	After switching to the Fallback system, sales from online channels or ticket sales offices are not reflected. For these guests, their tickets are checked and added to the Fallback system through NOREC passenger addition.
7.	If a flight is opened from the Fallback system, the Check-in transactions of the guests who have simultaneously completed the check-in process over the Kiosk in the last 5 minutes will not be reflected in the fallback system.
8.	Before boarding, it is checked that the status of the flight automatically changes to BD. If not, click the "Edit" button in the "Flight Management" section. In the "Flight Information" section, the status of the flight is changed to BD.
9.	After the boarding process is completed, the status of the flight should be changed to "FF".
10.	If there are any unboarded passengers, even if the status of the flight is changed to "FF", it cannot automatically change to "PD" status. The guest must be offloaded.
11.	On Fallback, loadsheet should be prepared manually from the "Manual Operations Page" on Pades. On Fallback, click the "Edit" button in the "Flight Management" section. The figure is accessed from the "Figure" section. You can contact with Pegasus Operations Department or Area Audit Department for the manual loadsheet process.
12.	Once Acente/Pax is available again, syncronisation from Fallback to Acente can be made via "Update Cranepax Data" button by Supervisor users from "Flight Management" - "Edit" section.
LMC	- If any Last-Minute Changes (LMC) occurs after the completion of the final load sheet, this must be brought to the attention of the flight crew with the details and the LMC must be entered on the final load sheet. - Last minute Passengers' baggage shall be tagged with Manual Baggage Tag. - Please give LMC information to Load Controller as Adult, (or Male-Female), Child, Infant with the number and weight of checked baggage specifically and separately. Also, LMC information exchange must include which cabin zone and cargo hold is affected as the result of the concerning change particularly.
DGR	Current Pegasus PG-YE-BK-001 GROUND OPERATIONS TRAINING DANGEROUS GOODS HANDLING RULES, IATA DGR and Pegasus GOM Chapter 2.7 which must be available to refer where ground handling services are performed shall be applied on carriage of dangerous goods. PG-GU-BK-008 Dangerous Goods TABLE or other means shall be put into place on check-in desks, boarding gates, Kiosk, Baggage Claim Area (if applicable) and the ticket desk where the passengers can see/read it before check in. Check-in staff should be aware of items due to their nature that might contain dangerous goods. In accordance with the recommendations in the EASA SIB 2017-01R1, damaged, defective or recalled lithium batteries, including those contained in equipment and/or shipped with equipment, are forbidden for transport on board Pegasus Airlines flights. Please contact with stationery.request@flypgs.com to provide the PG-GU-BK-008.

Travelling with a companion/ escort	General Guidelines on Escort Requirements during Flight (Ref: IATA PSCRM 1700b)				
	Code	**Definition**	**Escort required**	**Escort recommended**	**Escort not required**
	BLND	Blind or visually impaired Passenger			√
	DEAF	Deaf or hearing-Impaired Passenger			√
	MUTE	Speech Impaired Passenger			√

BLND&DEAF&MUTE	Both blind and hearing & speech impaired passenger	√		
DPNA	Intellectual or developmental disability	√		
MEDA	Medical case: Not to be used for PRM who only require special assistance or handling and do not require a medical clearance	Case specific	Case specific	Case specific
MEQT	Passenger shall be able to operate the Personal Portable Oxygen Concentrators (POC); recognize and respond appropriately to its alarms; if not, a companion who is able to perform these functions must escort the passenger.	Case specific	Case specific	Case specific
WCHR	Wheelchair for Ramp			√
WCHS	Wheelchair for Steps			√
WCHC	Wheelchair for Cabin	Case specific	Case specific	Case specific
DEPA	Deportee: Accompanied by an Escort	√		
DEPU	Deportee: Unaccompanied	Not accepted		
LANG	Language Spoken (passenger can speak only a specific language)			√
MAAS	Meet and Assist (details shall be specified)			√
SVAN	Service animal (guide/assistant dog) travels with BLND/DEAF/MUTE passenger	With passenger (Note: ESAN is not carried on Pegasus flights.)		
	Note 1: Assistance requirement may vary according to the case specific during the ground handling.			
	Note 2: Escort requirement depends on the WCHR, WCHS and WCHC definition and case specific. SSR codes for the equipment according to the battery type are ignored for defining the accompanying passenger.			

Group of Special Categories of Passengers (SCPs) included PRMs / Companion Limits

Such groups shall be handled independently of individual passengers with reduced mobility. In circumstances in which the number of passengers with reduced mobility forms a significant proportion of the total number of passengers carried on board, the number of passengers with reduced mobility shall not exceed the number of able-bodied persons capable of assisting with an emergency. The number of passengers with reduced mobility travelling with escorts and where escorts are not required is not limited as long as they do not exceed the number of able-bodied persons capable of assisting with an emergency.

Companion Limits for Travel of SCPs Group

For handicapped persons unable to move by themselves or to move themselves with difficulties: One person to accompany one handicapped person.	**Group of handicapped persons, except of BLND:** One person to accompany 10 handicapped persons	**Group of blind (visually impaired) guests:** One person to accompany 2 blind persons.	**Group of Children:** one accompanying adult per 12 children

Total number of SCPs travelling alone and within the group must not exceed the number of able-bodied passengers aboard the same aircraft in a manner ensuring by appropriate seating and by distributing the SCPs across the aircraft, all SCPs will be surrounded by a maximum number of passengers capable of assisting in case of an emergency. Wherever possible, group of passengers with reduced mobility shall be seated in subgroups in order to enable a rapid flow of other passengers during an emergency. Escorts must be seated with the passengers they are escorting.

The accompanying person(s) shall be at least over than 18 years old, physically and mentally able and willing to evacuate the disabled passenger in case of an emergency and be capable to assist the handicapped person(s) in their charge. They will be instructed of the safety procedures; the position of access doors / emergency exits and the path to be followed in an emergency.

Travel Documents

- *Potentially Disruptive Passenger Information Form (PG-GU-FR-011)* must be filled in, sent to AREA.AUDITORS@flypgs.com; GUESTCONTROL@flypgs.com; INAD@flypgs.com; SECURITY@flypgs.com e-mail addresses in case of the denying a passenger for the flight due to invalid travel documents, INAD, DEPA, Person in Lawful Custody.
- Travel documents shall be checked at the time of check-in for mid-point(s) and final destination according to current Travel Information Manual (TIM) or TIMATIC where applicable. Duty Passport & Visa Control Team must be consulted in case of need 7/24.

!!! FOR TURKEY: Foreigners wishing to enter Turkey should carry a travel document (passport) with an expiration date at least 60 days beyond the "duration of stay" of their visa, e-Visa, visa exemption, or residence permit.

Visa regulations of Turkey can be accessible through http://www.mfa.gov.tr/visa-information-for-foreigners.en.mfa by Republic of Turkey Ministry of Foreign Affairs. The citizens of the countries which are stated at the below link are exempted from this Article.

Example A: In order to enter Turkey having a visa with 90 days "duration of stay", foreigners should hold a travel document valid at least for an additional 60 days which totals to 150 days (90 days + 60 days) of validity at the time of entrance.

Example B: In order to enter Turkey having a visa with 30 days "duration of stay", foreigners should hold a travel document valid at least for an additional 60 days which totals to 90 days (30 days + 60 days) of validity at the time of entrance."

The following categories are exempted from this provision:

- Citizens of countries who are allowed to enter Turkey with their national ID's in accordance with "European Agreement on Regulations governing the Movement of Persons between Member States of the Council of Europe",

http://www.mfa.gov.tr/countries-whose-citizens-are-allowed-to-enter-turkey-with-their-national-id_s.en.mfa

Holders of diplomatic and official passports are also exempted from this Article.

CAUTION! Passport must be signed 10 years of age or older for travel to Germany.

When crossing the Schengen area's borders, any citizen of country located outside the Schengen are (regardless of visa requirements) must possess a passport that is valid for at least 3 months after the intended departure date from the Schengen area.

Passport and passport replacing documents issued more than 10 years prior to date of travel are not accepted.

CAUTION! Infants and children will only be admitted to Pegasus Flights with their mother or father or another adult accompanying the infant and child. Additional restrictions may apply for traveling with minors on North Cyprus and international Scheduled Flights. Passengers are obliged to submit travel documents requested by concerning state regulations. TIM, TIMATIC and particular announcements which state the restrictions and specific state rules of 'Minors' Travel' must be strictly adhered. Some restrictions are also published through our official website. Profiling must always be performed. However, Pegasus reserves the right to refuse the suspicious passengers on condition that a discreet reason is detected. Any suspicious situation must be notified to the local security authorities.

CAUTION! PANDEMIC DISEASE; For country rules; please follow the bulletin via e-mail by Pagasus Airlines Visa & Passport / Document Check Team **"Normalization International Flights Passengers Entry Requirements"**

Maximum Limit	**BOEING 737 / 800**	**AIRBUS 320 FAMILY**
Seat Capacity	189Y	180Y/186Y/239Y
AVIH Loading	Forward Hold	
INFANT *(*This limit can only be exceeded with the confirmation of Senior Cabin Crew and approval of commander on condition that sufficient number of life vests and loop belts are provided in advance.)*	**20**	**20**
UMNR	8	
PETC	4	
AVIH (Only on Domestic Flights). Maximum total kilo will be 60. When it's over than 60 kilos, AVIH limit will ve reduced to 2 on Airbus aircrafts.	3	
HUM	4	
Unaccompanied WCHC	limited with the number of cabin crew	
Total of WCHR, WCHS, DEAF, MUTE, BLND, MAAS, Accompanied WCHC, unaccompanied WCHC.	23	
LMC: If total weight over than LMC limit a new load and trim sheet shall be prepared)	(+ / -) cumulative weight 200 kg	

Pegasus Airlines Own INAD's
SSR Codes: INAD: Unescorted INAD Passenger
      ENAD: Escorted INAD Passenger.
      PRSN: Prisoner Passenger.
      ESCR: Escort Agent (for ENAD or PRSN)
	Maximum 21 INAD (The captain will evaluate the passenger profile and may reduce (according to flight Security and Safety situations) the number or refuse the acceptance of INAD, Deportee and Prisoners if necessary.)	

Other Airlines INAD's	Not accepted	
Unescorted INAD	Maksimum 21 (PassengersAccording to INAD's Behaviour Minimum 2 Escorts per DEPA)	
DEPA (Deportee Accompanied)	Maximum 4 DEPA (Security Management pre-approval is mandatory) Minimum 2 escorts per DEPA	
DEPU (Deportee Unaccompanied)	Not accepted	
Persons in Lawful Custody	Maximum 4 Persons (Minimum 2 Escorts per Person)	

*The Pilot in Command may evaluate the passenger profile and if needed (according to the flight safety and security risks) will reduce the number or refuse the acceptance of Inad, Deportee or Prisoners passengers accordingly. All information about Escorts who will participate to a flight are provided by Security Department to Senior Vice Presidency - Ground Operations and transferred to relevant departments, particularly to Flight Crew. Cockpit and Cabin Crew must be informed during the pre-flight briefings. Correct and proper SSR must be used in DCS.

- In order not to exceed the total limit of Unescorted INAD passengers, the number of unescorted INAD passengers accepted on a flight may be reduced.

ON Domestic flights:

- Prisoners and Passengers in Lawful Custody are not the same.
- A Prisoner is a person who is transferred from a prison to another prison accompanied by escort agents.
- A Passenger in Lawful Custody is a person who is in custody and who travels with a permit for good behaviour.
- They do not have ID Cards and are not subject to Additional Security İmplementation.

LIMITS

SEATING	**1.** The emergency exit seats: • shall not be allocated for Passengers with reduced mobility, blind/vision impaired, intellectual disability, those travelling with live animal and passengers whose physical size or age would prevent from being able to move quickly, UMNR, MEDA, MEQT, INAD, ENAD, DEPU/DEPA, lawful custody and any escorts, passengers with live animal. Disabled passengers and PRMs must never occupy a seat in an Emergency Exit row. They must be seated where they will not impede the crew in their duties, obstruct access to emergency equipment or hinder the speedy evacuation of the aircraft. • shall be assigned to able-bodied passengers able to understand emergency exit instructions in international language or local language of the crew on each sector. • shall be assigned to passengers aged 18 years and over. • The emergency exit rows, and front rows shall be used for proper passengers. You must ensure that the passenger is suitable (including at onward connection flight) to be seated at emergency exit. CAUTION: SEAT CHANGE SALE ON PEGASUS DCS DURING CHECK IN: You can change the passenger's seat to passenger own request for the fee which is offered by Pegasus DCS during the check in VOLUNTARY function shall be processed on the check in page of Pegasus Crane DCS. Payment shall be performed on specific PNR of the related passenger. In cases where seat change is required due to safety and operation rules (who is not suitable for an emergency exit, etc.), INVOLUNTARY function shall be processed on the check in page of Pegasus Crane DCS. Seats are located at emergency exits must be occupied with at least two able passengers on both side of the row and shall not be remain unoccupied, (Ref: Turkish DGCA 03.08.2016 Dated, 51859319-010.06.02/E.2162 numbered circular). **2.** Taking into account access to exits, groups of non-ambulatory SCPs shall be seated throughout the cabin to ensure that each SCP is surrounded by the maximum number of passengers capable of assisting in case of an emergency. **3.** If the PRM travels with an accompanying passenger, the accompanying passenger shall be seated next to the PRM. **4.** Please check the seat plans for the specific seats are allocated to SCPs. **5.** Multiple occupancy of airplane seats shall only be allowed on specified seats and does not occur other than by one adult and one infant who is properly secured by a supplementary loop belt or other restraint device. Each seat shall be occupied by one passenger or crew member. Multiple occupancy of crew seats, whether by crew members or by passengers, is strictly prohibited. **6.** A group of passengers whose physical size would possibly prevent them from moving quickly or reaching and passing through an emergency exit, shall not occupy the same seat row segment to avoid overloading the structure of the seat. A passenger whose physical size would possibly prevent him/her from passing through an emergency exit shall be seated in the vicinity of a suitable exit, taking into account the size of the exit. Seating of more than one of such passengers in the same seat row segment shall be avoided. **7.** Ensure that the correct passenger has been given correct boarding pass by matching the name on the	**13.** A passenger with a physical disability of the upper limbs travelling without an accompanying passenger should be allocated seats during all phases of the flight so that visual and audible communication can be established with the cabin crew. **14.** A passenger with a disability of the lower limbs should be seated in a location providing easy access to exits. **15.** A passenger with a disability of both upper and lower limbs should be seated in a location providing easy access to exits. A mentally impaired passenger, who travels with an accompanying passenger, shall be seated next to his/her accompanied person. **16.** UM passengers shall be seated next to an adult passenger capable of assisting in case of an emergency means a passenger who is not an SCP and has no other role or private responsibility that would prevent him/her from assisting the UM. For example, an adult travelling alone has no other role or private responsibility, unlike a family travelling together with younger children. **17.** The seating allocation of an unaccompanied child shall allow for visual or audible communication during all phases of the flight with cabin crew. **18.** Groups of unaccompanied children shall be seated in mix of ages, with the tallest child seated to allow assistance with fitting drop-down oxygen mask to smaller children in case of a decompression. Where possible, one adult shall occupy the aisle seat at each row of unaccompanied children, (if A, B seats are occupied by unaccompanied child, C seat shall be given to an adult is capable to assist them) **19.** If a child travels with an accompanying adult, the child shall be seated in the same seat row segment as the accompanying adult. Where this is not possible, the child should be seated no more than one seat row or aisle away. Any child (less than 12 years old) shall be accompanied by an adult who is 18 or over 18 years old. **20.** To avoid the possible risk of unforeseen centre of gravity limits exceeding, do not allow the passengers for free seating. **21.** Stick the special instructions of load controller due to mass& balance if applicable, (the flight planner shall notify check-in if seating has to be restricted for balance reasons). **22.** An infant shall be accompanied by at least one adult who is over 18 years old and shall be seated with the adult or on a cradle. Infants are not entitled to a seat unless a separate seat has been paid for. Maximum 15 (maximum 20 infants can be acceptable for A321 type) infants can be acceptable on a specific flight. Maximum 1 infant shall be seated in each three seats (triad) in a row, (Preferably the window seat should be used but is not compulsory) It means 1 infant can be seated at ABC side and 1 infant can be seated at DEF side. *Infant limit can only be exceeded with the confirmation of Senior Cabin Crew and approval of commander on condition that sufficient number of life vests and loop belts are provided in advance* ** For passengers with infants, the window seats are preferred by the system, but they can also sit in other seats in case of operational need.* **Passengers with infants can purchase the window,aisle or the another seats* **Passengers with infants cannot sit in the emergency exit seats and in the front and rear seats of the emergency exit seats.* **23.** In case of need, the rules must be explained to the passenger with the reasons raised by safety and security concerns. Additional measures can be taken based on discretion. **24.** Always check the reservations SSR codes for special seat requirement in advance **25.** It's expected that ground personnel should support the Cabin Crew for organizing and handling the seating distribution by acting properly during the check in phase.

	card and valid travel document. Pay attention close the similar name/surname, check carefully. 8. Blind passenger shall be seated near of toilet and cabin crew. 9. PRM passengers are not allowed to sit at aisle rows. 10. Passengers with wheelchair shall be seated where is stated on seat plan preferably and not be seated on emergency exit rows. *(WCHR and WCHS is not required window seat; window seat must be used preferably for WCHR and WCHS)* 11. One boarding card must be delivered to each passenger. 12. Passengers and families with children and infant shall be seated together, (check passenger lists before the check in, whenever possible, families and small groups travelling together should be seated together),	26. Aircraft type and registration change may affect the pre-seat allocations. Please always check the current situation and take action necessary. 27. Destroy old boarding pass after the seat change to avoid double seating. 28. INAD, Deportee or person in lawful custody and any escorts at the rear of the aircraft away from doors and over wing exits, 29. The Cabin Crew has to be informed by the PIL or Crew Info-Sheet (where applicable) prior to departure about all PRM, pre-order and specifications of passengers on board with the seat no details. 30. Please consider the passengers' requests on seat preference and assign proper seat they preferred accordingly on condition that seating rules based on safety precautions are applied at the first place. 31. Passengers with PETC shall not be seated at first row and also emergency exit rows within the cabin. (Window seat must be used) 32. First row or front rows must be used preferably for the passengers travel with an assistance/guide dog. 33. Seating of PRM(s)-Passenger with Reduced Mobility should begin from the front to the aft within the cabin. 34. MEDA-MEQT: Passenger carry and use the Personal Portable Oxygen Concentrators (POC) during the flight, shall not be seated at the emergency exit rows and first row. The passenger will be seated at the window seat.
FLUID FOOD CARRIAGE	- Bottled OLIVE OIL, MOLASSES, HONEY and similar liquids can be carried as checked baggage only at the aircraft hold. However, liquid carriage at cabin and dangerous goods regulations shall also be considered. - The recipient shall be put in a first plastic bag, solid, leak-proof and tightly closed with "zipper-bag" or tied up. Next, it shall be put in a second plastic bag, solid, leak-proof and tightly closed with "zipper-bag" or tied up. They shall be put in a solid box with protective layer inside (i.e. bubble, foam), taped and identified with a nametag. - Maximum 5 litters with its parcel per each passenger 5% of the bottle must remain free to prevent leakage when pressurized. - Manual Baggage Tag must be signed at check-in and excess fees apply if the baggage allowance is exceeded. - The parcel shall be tagged with the "Manual Baggage Tag" **CAUTION!!** Pegasus Airlines cannot guarantee the admissibility at customs of any OLIVE OIL, MOLASSES, HONEY and similar liquids imported or exported on its aircraft. Pegasus Airlines will not be responsible for any damage or leaks to food and/or container during the baggage handling process.	
SPECIAL BAGGAGE TAGS	**Manual Baggage Tag:** The label that is read in the BRS system when the serial number and barcode are entered into the system to be attached to the baggage belonging to our airline is called a manual baggage tag. (Please see details:PG-YI-TL-013) **Priority tag:** VIP Guests' baggage shall be labelled **Delivery at the Aircraft (DAA) tag:** For baby buggy, wheelchair which will be deliver at the aircraft. **Heavy Tag:** placed on items over 23 kg. The maximum weight for any baggage is restricted to 32 kg. **Transfer Tags:** Yellow one (PG-DO-BK-012) for international transfer baggage and green one (PG-DO-BK-013) for domestic transfer baggage shall be used. **BBAG:** Passengers hold unqualified packed, fragile bags or any baggage may have risk to harm its own or the other ones may be offered to used BBAG as a means of limited protection. On this condition, baggage shall be labelled with 'Manual Baggage Tag' and treated accordingly. Passenger shall be informed that she/he has responsibility and liability of carriage such item. **CAUTION!** **Mini Sticker Using: Remember to stick the mini stickers on the bag separately always!**	**Manual Baggage Tag:** shall be used, when passenger baggage is; - not properly packed, fragile (LRFI), - sporting equipment, (LRFI), - already broken or damaged before check-in, (LRRD), - musical instruments, (LRFI), - contains perishable goods, (LRPE), - last minutes (late) check-in, (LRLC), - ZAMZAM gallons (ZMZM) and liquid containing package or baggage. - security collected items (check baggage bag), (LRNA), - non-standard cabin bag which is collected at gate (oversized/overweight), (LRNA) - Oversize (LRSZ) - Lack of name label, (LRLL). **NOTE: Manual Baggage Tag shall not be used for baby strollers and wheelchairs even though BBAG is used unless any damage is defined before acceptance.**
Special Baggage	Each special type of checked baggage (WCH*, baby stroller, baby buggies, sports equipment etc) will be processed and handled in accordance with its own special operational procedures. Proper SSR entries shall be done and the weight of special checked baggage shall be recorded to the passenger and counted in load control and mass & balance processes. Baggage tag shall be produced for each special checked baggage.	

Baby Strollers & Car Seat	• Baby strollers are carried free of charge if a baby or child is traveling with adult. Only 1 piece baby stroller can accepted for per infant or child guest as foc. • Baby Stroller: It is accepted as checked baggage, it is not carried in cabin and it is carried free of charge. Mini baby stroller's (as called puset) dimensions should not exceed 75*50*45 cm. (including cabin size baby strollers) • Car Seat is carried as free of charge if a baby or child is traveling with adult. Only 1 piece car seat can accepted for per infant or child guest as foc. If guest have more than 1 equipments (means 1 piece baby stroller + 1 piece car seat), only one of these equipment should be accepted free of charge. Others should be included in the baggage allowance and in case of excess baggage fee of the route should be charged.
UM (Unaccompanied Minor)	• Shall not be allowed onto TRANSFER flights. • shall be allowed onto TRANSIT flights according to UM procedure • Shall be between 6 (completed) and 12 years of age **(who reached 6th birthday but not 13th birthday on the beginning date of travel)**. Passenger less than 6 years old is not accepted as UM onto Pegasus Airlines flights. • The name and seat number of the UMNR passengers shall be shown in the Crew information Sheet or (PIL) Passenger Information List (where applicable) • All transit and arrival station involved have to be notified by passenger service message (PSM) of the UMNRs name, age flight number, date and routing. • UMNRs should be handed over to a person only who informed on UMNR form. **CAUTION! *****It is allowed for a child passenger between 06-12 years age old **(who reached 6th birthday but not 13th birthday on the beginning date of travel)** to travel with a young person (YP, between 13-18 years old) on condition that Unaccompanied Minor procedure should be applied. ******* • UM passengers are not allowed to travel with PETC.
Passenger Rights	Passenger Rights Notification (PG-DO-BK-007) shall be available at all stations; be placed at check in desks and boarding gates where passenger can see it at any time. PEGASUS AIRLINES PASSENGER RIGHTS LEAFLET (PG-MD-BK-002) to hand out to the passengers shall be available at all stations and be delivered to the passenger in case of flight irregularity during the check in and boarding. Ground Operation Manual Chapter 9 shall be applied in coordination and confirmation with Guest Control Centre in case of flight irregularities. Any deviation and special condition shall be reported to Guest Control Centre immediately by ground handling service provider. Irregularity Service Form (PG-DO-FR-040) which the invoice concerning service rights is attached shall be sent to Guest Control Centre as soon as possible. Number of passengers who have the service, flight/number shall be stated on the invoice. Manual statement shall not be on the invoice.
Documents *shall be* available at all locations where Pegasus Airlines flights are handled	• **Pegasus Airlines:** PG-DO-EK-001 Ground Operation Manual, PG-DO-EK-002 De/Anti-Icing Manual, PG-DO-EK-004 Passenger Baggage Service Manual, PG-KR-EK-001 Cargo Operation Manual, PG-EM-FR-011 Local Notification Form, PG-EM-EK-002 Emergency Response Manual, PG-EM-PR-002 Airport Emergency Response Procedure, PG-YE-BK-001 GROUND OPERATIONS TRAINING DANGEROUS GOODS HANDLING RULES, PG-KA-BK-002 Cargo Information Card, PG-DO-BK-002 Ground Operations Quick Reference, PG-MD-BK-002 PEGASUS AIRLINES PASSANGER RIGHTS BROCHURE • **IATA DGR (Dangerous Goods Regulations)** - accessible for all staff, where ground handling operations are conducted, (at locations where passenger check-in and/or boarding operations are conducted and each location where ground handling operations involving the acceptance or loading of dangerous goods as cargo are conducted) • Internal handling agent's SOP (standard operational procedures) / duties and responsibilities - accessible for all staff • Local required manuals of the relevant authorities - accessible to staff as required • ***For Wet Lease Operations please refer to Wet leased Airlines' Operational Manuals Required manuals must be provided and kept current by the handling agent or company who provides the contracted service
GISR PG-DO-FR-020	**GISR-Ground Irregularity and Safety and Report:** All occurrences, accidents, incidents shall be reported by filling of "Ground Incident and Safety Report and sent to ground.doc@flypgs.com ; guestcontrol@flypgs.com; occdutychief@flypgs.com; mcc@flypgs.com (* See Pegasus GOM Chapter 4.1.3.2 for Reportable Ground Incidents & Occurrences.)
Live Human Organ-LHO	LHO from hospitals and medical research institutions approved by T.C. Ministry of Health are allowed with suitable accompanying person with appropriate written permission that states the sender-receiver too in domestic flights within Turkey in accordance with GOM. It should only be carried in cabin. Emergency exit rows shall not be used.
Handling of Human Remains which the death reason is infectious diseases	• There is no restriction of HUM transportation which the death reason is infectious diseases (including COVID-19), which comes from international airport and/or transfer to domestic airport in Turkey. (Acceptance to Turkey only from abroad) • HUM which has died in Turkey due to infectious disease (including COVID-19) will not be transported regardless of the destination. • Appropriate PPE (personal protective equipment- protective clothing, face and eye protection, hand protection etc.) has to be used by all handlings. • Ashes and cremated human remains are restricted • These infectious HUM can also not be accepted; (According to "Mezarlık Yerlerinin İnşası ile Cenaze Nakil Ve Defin İşlemleri Hakkında Yönetmelik"- article 36) • Cholera • Plague • Flower illness • Anthrax • Leprosy • Glanders • if consists of virus class 6.2 UN2814, UN2900

	PETC	AVIH
Live Animals	• Only cats and dogs up to a weight of 8 kg (with waterproof kennel or pet-pack) are allowed to travel in the cabin. • The kennel's dimension must be 32x32x50 cm to allow a safe transport. • The animal has to stay in the closed kennel or pet pack, (which allows the pet is kept in a clean, which is escape-proof, scratch-proof, soft-sided pack), during the entire flight. • The kennel or pet-pack will be stored in front or beneath the seat of the respective passenger (window seat), but not in Emergency exits. • Specify it "Crew information Sheet or PIL &PSM. • Two kittens or two puppies or two cub birds or a pappy/kitten/chick and its mother or 2 animals they are used to cohabiting, of same origin may be carried in one single box on condition that the total weight does not exceed 8 Kg. In such case, it will be counted as 1 (one) pet. Note: Birds can be acceptable only on domestic flights in Turkey. • UM passengers are not allowed to travel with PETC. • Pet stroller that can be used for PETC transportation are considered as baggage and loaded under the aircraft. If any excess baggage case occurs, it is charged according to the excess baggage tariff of the flight route.	• AVIH shall not be carried on Pegasus Airlines international flights. Turkish Republic of Northern Cyprus destinations (ECN) shall be processed as domestic flight. • Max. 3 AVIH which are max. 60 kilos at total can be carried on domestic and Turkish Republic of Northern Cyprus flights regardless the aircraft type. If the total weight is over 60 kilos, than number of AVIH shall be reduced to 2 on Airbus Aircraft Types, • Animals in Hold are transported as checked baggage in the aircraft hold. AVIH shall be shown on the Load sheet, Loading Instructions Report, NOTOC, LDM and PSM messages shall be sent to required addresses. • If AVIH appear grumpy and have aggressive behaviour, it must be recommended to guests to give anodyne medicine to AVIH before check-in. • AVIH kennels and locks shall be checked by Check-in agents and loading staff. Only rigid containers with a secure door are acceptable. • Containers shall be loaded on a level surface and be securely attached to the compartment to prevent shifting, using tie down straps. It shall be properly restrained in the hold to prevent movement during flight. The kennel in hold shall be fastened along its length and not too much uptight, because the locks of kennels may be expanded and opened unsafely due to hardly fastening of kennels on hold floor. • It's forbidden to transport pregnant animals unless it's confirmed by a veterinary certificate that animal is fit to travel. • Animals shall be loaded last and unloaded first. • Keep other luggage at least 150mm (6 inches) away from the container sides to maximize ventilation. • Live animals shall not be loaded in close proximity to foodstuffs or catering equipment (if these are not hermetically sealed) and in the same compartment with dry ice or radioactive materials, human remains (HUM). • Only one animal per container, unless they are used to cohabiting, in which case the following applies: 1- A maximum of two adult animals of comparable size up to 14 kg. (30 lbs) each, that are compatible, may be shipped in the same container. Animals over that weight must travel individually. 2- animals up to six months old from the same litter, up to 14 kg. (30 lbs) each, up to a maximum quantity of three, may be shipped in the same container/compartment.

It is forbidden to transport pregnant animals unless it is confirmed by a veterinary certificate that the animal is fit to travel

Guests must have the health documents, vaccination documents, passport, chips, ID card inoculation details and identity card of the pets they are travelling with. A health report which is issued by a veterinarian required for a bird which we transport the bird only in Domestic Flights.

Do not accept fighting or dangerous dogs and birds. (American Pit Bull, Fila Brazileiros, Japanese Tosa, Pit Bull Terrier, Togo Argentinos, American Staffordshire Terrier, Presa Canario, Rottweiler, Doberman, Mastiff, American Bulldog, Caucasian owtscharka, mastino napoletano, chow chow etc.)

Live Bees, Chick and Tropical Fish etc. are accepted to be loaded on our Aircrafts upon request and pre-approval from Pegasus Cargo and/or WCS. (WCS shall check the aircraft type (not allowed to carry live chicks with A320-A321), availability and payload limits before giving approval.)

Kangal dogs are not accepted after the age of 6 months.

Pegasus Airlines does not transport any Live Animal to Saudi Arabia, Qatar, United Arab Emirates (UAE), Bahrain. Live animal transportation from these countries depends on the requirement of arrival, transit, transfer, last destination requirements which can be accessible on TIM, IATA LAR and other official government regulations. We do not carry live animal both from and to UK.

Handling Service Providers is responsible for providing the applicable original travel documents, permits and veterinary health declarations required by the national authorities of the arrival-transit-transfer-destination countries. Before acceptance please ensure that live animal has concerning import permit, veterinary health certificate, veterinary examination, quarantine, transhipment requirements or prohibition restrictions. Such regulations are subject to frequent change and depend upon the animal being accepted. Therefore, handling service provider shall always obtain current requirements and check (restrictions, limitations, quarantine rules...), from the TIM, IATA LAR, local Consulate or national authority concerned.

REGULATION (EU) No 576/2013 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 12 June 2013 on the non-commercial movement of pet animals and repealing Regulation (EC) No 998/2003 shall be applied at the non-commercial movement of pet animals from/into/via EU Member Country. In non-commercial travels of domestic animals that are sent from countries that are not included in Annex II to Regulation (EU) No 1219/2014, which has replaced Regulation (EU) No 557/2013, to EU Member countries, anti-rabies vaccination must be performed (for the domestic animals (dogs, cats) that are going to travel from non-EU Member countries to EU member countries). The rabies antibody titration test must be carried out and documented by an authorized/approved laboratories in accordance with Article 3 of Decision 2000/258/EC; which are listed on: http://ec.europa.eu/food/animal/liveanimals/pets/approval_en.htm not less than three months before the date of travel in case of non-commercial travels of domestic animals to EU Member States from the countries are not in Commission Implementing Regulation EU No 1219/2014 Of 13 November 2014 Amending Annex II to Implementing Regulation (Eu) No 577/2013. Providing the required documents is the responsibility of our guests to the check in personnel. Otherwise, cats and dogs have no documents and tests or; invalid documents and tests shall not be accepted to our

	flights. The provisions and rules are laid down within the concerning EU Regulation, and also related State's legislation. Required provisions must be fulfilled in by our guests. **The non-commercial pet animals are necessary to apply for import licence for Turkish Republic of Northern Cyprus (TRNC) – ECN.** **REGULATION TO TURKEY:** Max. 2 animals per passenger are allowed. The animal health requirements applicable to the non-commercial movement of pet animals from/into Turkey shall be fulfilled in accordance with Official Gazette 28133: EV VE SÜS HAYVANLARININ TİCARİ OLMAYAN HAREKETLERİNDE UYGULANACAK HAYVAN SAĞLIĞI ŞARTLARINA DAİR YÖNETMELİK (http://www.resmigazete.gov.tr/eskiler/2011/12/20111205-3.htm) which is parallel with REGULATION (EC) No 998/2003 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 26 May 2003 on the animal health requirements applicable to the non-commercial movement of pet animals and COMMISSION DECISION of 1 December 2004 establishing a model health certificate for non-commercial movements of dogs, cats and ferrets from third countries into the Community (2004/824/EC). Besides Ek 2 VETERINARY HEALTH AND ORIGIN CERTIFICATE OF CATS/ DOGS/ FERRETS WITH THE PASSENGER INTENDED TO MOVEMENTS TO THE REPUBLIC OF TURKEY which is available through (http://mevzuat.basbakanlik.gov.tr/Metin.Aspx?MevzuatKod=7.5.15541&MevzuatIliski=0&sourceXmlSearch or equal model health certificate for the pet shall be delivered by the passenger to the handling agent and it must be retained within the flight file at the station at least 3 months. Live animal must have own passport which is issued by authorised veterinarian. The passport must verify the anti-rabies vaccination must be performed properly. Passport must show the compliance with any preventive health measures for diseases or infections other than rabies and other relevant information regarding the health status of the pet animal. The rabies antibody titration test must be carried out and documented by an approved laboratory not less than three months before the date of travel and at least 30 days after the date of last anti-rabies vaccination. 3 months period is not considered if the passenger can obtain the result report that indicates satisfactory results of the rabies antibody titration test are performed before leaving Turkey in case of the pet originating in Turkey go to another country and return again to Turkey. Rabies antibody titration test does not have to be renewed following a satisfactory result described in this legislation and provided that the pet animal is revaccinated within the period of legal validity of the previous vaccination. It is must be specified in the passport. The identification document must confirm that a rabies antibody titration test was carried out with a favourable result before the date of movement. Otherwise, cats and dogs have no documents and tests or; invalid documents and tests shall not be accepted to our flights. The exceptions are available in the legislation mentioned above. The pet animal less than 3 months old at the flight date are not carried. Dog and cat older than three months must be vaccinated against the disease once a year. **CAUTION:** **To verify the compliance with the regulations of countries is the main responsibility of ground handling agent who accept the live animal. Please refer to TIMATIC or TIM in case of need.**
DGR OCCURENCE REPORT PG-DO-FR-014	Reportable incidents, accidents, occurrence, near miss may include but are not limited to: 1- Dangerous goods accidents and incidents where dangerous goods carried as cargo may be involved, 2- Any occasion when undeclared or mis-declared dangerous goods are discovered in cargo or mail, 3- Dangerous goods are discovered to have been carried when not loaded, segregated, separated and secured in accordance with IATA DGR 9.2 or 9.3, 4- Dangerous goods are discovered to have been carried without information having been provided to the PIC in accordance with IATA DGR 9.5.1.1. 5-Spillage, contamination, 6- Any occasion when dangerous goods not permitted under IATA DGR Subsection 2.3, Pegasus GOM Ch. 2.7 are discovered either in the baggage or on the person of passengers or crew members, Shall be reported by filling Dangerous Goods Occurrence Report (PG-DO-FR-014) in and sent to ground.doc@flypgs.com ; guestcontrol@flypgs.com;, occdutychief@flypgs.com; to distribute related departments as soon as possible. Irrespective of whether the dangerous goods are contained in cargo, mail or baggage, any type of dangerous goods accident or incident shall be reported as soon as possible; once equipment and personnel are secure.
SEMN (Seaman)	Passengers travelling on PC marine fares must carry at least ONE of the following forms of ID for checking by PC airport staff: 1. Valid Normal Passport 2. Valid Seaman book with proof of activity in the last 12 months. If the seaman book hasn't been validated in the past 12 months, one of the following documents should also be presented: 3. Copy of original signing-on or signing-off papers. 4. Valid Cruise Line ID card or copy of valid Cruise Line contract of employment. 5. Copy of crew list for on-signing or off-signing vessel. 6. Letter (on company letter headed paper only) in English which contains the following information: Passenger Name, Date of Travel, Vessel Name (which pax is actually travelling to/from and this must match vessel details in PNR), Port of Embarkation or Disembarkation, Position or Duty on Board, e.g. Captain, Inspector, Engine Maintenance, Contractor etc. Any passenger travelling on a PC Marine fare must be compliant with the eligibility and must be able to produce one of the documents previously specified, at the airport counter and any time of their journey. If not, we are not able to accept them on board. Proof of eligibility must be present at time of audit. Proof of eligibility produced after that time will not be accepted. NOTE: 1- Groups: Not Allowed. 2- Stopovers: Not permitted. 3- Bags Allowance: 40KG Maximum weight for 1 piece is 32kg.
Pregnant Guests	**Single, uncomplicated:** Medical Clearance is not required till the end of 36 weeks. Estimated Date of Delivery (EDD) may be taken as based on passenger declaration. The flight is not allowed from the end of 36th week of pregnancy until 48 hours after the delivery. **Multiple, uncomplicated:** Medical Clearance is not required till the end of 32 weeks. Estimated Date of Delivery (EDD) may be taken as based on passenger declaration. The flight is not allowed from the end of 32nd week of pregnancy until 48 hours after the delivery. **Complicated pregnancies:** We recommended that obtaining medical clearance. • Passenger shall be informed about the risks of air travel related to their health condition during the flight and shall be required to sign **PG-DO-FR-035 Indemnity Form** in the event passenger(s) have complicated pregnancy cannot submit Medical Clearance or if there is any reasonable doubt in Estimated Date of Delivery given by the passenger. • Pregnant guests must be noticed to Passenger Information List or Crew information sheet (where applicable)

Personal portable oxygen concentrator (poc) Carriage in the cabin	POC model shall be one of the approved models that can be found on https://www.faa.gov/about/initiatives/cabin_safety/portable_oxygen/ 'PORTABLE OXYGEN CONCENTRATOR CARRIAGE IN THE CABIN - CONSENT FORM' shall be filled in and archived. The battery restrictions which is laid down IATA DGR 2.3.A and PG-YE-BK-001 GROUND OPERATIONS TRAINING DANGEROUS GOODS HANDLING RULES shall be applied. The seat is not at the emergency exit rows and first row. The passenger will be seated at the window seat. Passenger carry and/or use personal POC shall be defined and recognized with: a) MEDA-MEQT information as SSR on their PNR record for both carry and use, b) MEQT information as SSR on their PNR record for only carriage but not use, c) An extra seat is required to secure the POC which its dimensions exceed 20cm x 28cm x 35cm. CBBG SSR must be recorded into the pap's PNR. MEDA, MEQT and CBBG shall be notified to Cabin Crew with PIL (Passenger Information List) or Crew Information Sheet. d) Only the using during the 'Inflight' phase option is acceptable on Pegasus flights due to flight safety. POC must not be used during taxi, take-off, and landing.
Boarding	• Make boarding announcements as per Passenger Services Boarding Announcement Booklet (PG-DO-BK-004) which is available in online library. • UM's and PRM, families with infant and children, passengers requiring assistance should be pre-boarded or may be boarded in the end in the event of PRM are not ready when the boarding commence. The flow of the regular passenger boarding should not be suspended or interrupted because of the PRM acceptance during the boarding process. • Verify each passenger's identity. Visually match passenger with photograph. • Check passenger visually for special service requirement. Or on-line/kiosk/mobile check in cause the passenger may be observed just only at the boarding gate not before. The gate agent shall see the passenger just before the departure and take action necessary. • All flight/date information shall be controlled carefully to ensure that only correct passenger board the correct aircraft. For manual or non-automated boarding, check the flight number and date of the passenger. • Confirm each passenger is boarded in the DCS before allowing them to board. • Check the cabin baggage provisions are met and account for any gate tagged items. All non-standard baggage is not met the cabin baggage provisions shall: be tagged to last destination with Manual Baggage Tag (LRNA) be carried on the hold, be recorded on DCS, be taken into consideration on Load Trim Sheet calculations, and be included to baggage reconciliation. • Secure the flight by matching the checked-in passengers to the boarded passengers. • Provide final passenger numbers and PIL or Crew Info Sheet to cabin crew if Smart Cabin doesn't enable to provide. • Provide required flight documents to cabin crew. • Send required post flight messages upon flight close out. • To minimize the time of boarding, whenever possible and at the remote park position is used, the front and rear entrance shall be used for passengers' boarding. • If No-Shows occur at gate, immediately start procedures to determine names and number of baggage of the missing passenger. The procedure of baggage identification shall be decided by the P.I.C. It is essential that no checked baggage is loaded if the owner is not on board the same aircraft. • Entire boarding process will be completed not later than 5 minutes to STD unless otherwise agreed to enable that the aircraft's readiness to pushback at STD. During the flight irregularities, 5 minutes to accepted estimated time of departure is based on in the same way. • Ground operations have authorization to commence the pre-boarding which includes all preparations for bringing passengers to the aircraft in all airports unless otherwise requested by Captain particularly. If the flight is delayed due to weather conditions, operational or technical reasons, ground staff will be warned by captains about pre-boarding should not be started. • However, boarding of the passengers to the aircraft shall be possible with only Captain's approval. • Ground Operations have authorization calling appropriate Airport Fire Service during the fuelling process with passengers' embarkation at SAW and ADB stations. If necessary, Captain can also request the fire truck. • It's captain responsibility to call Airport Fire Service in all other airports. • Take sufficient precautions to avoid being the long waiting durations of passenger in the bus or bridge.
Excess Baggage	• You can reach to detailed list of Pegasus Airlines baggage rules via link https://www.flypgs.com/en/pegasus-baggage-allowance • For adult and child guests' free baggage allowance varies according to the package contents they choose for Domestic, Turkish Republic of Northern Cyprus and International flights. Free baggage allowance for all babies less than 2 years of age is 10 kg on all routes. • Connecting flights from international flights to domestic flights and vice versa, free baggage allowance is applied in accordance with international lines. • If a guest has checked baggage whose weight is more than free baggage allowance, an excess has to be charged in accordance with regarding rates at airport. • Each passenger can purchase discounted checked baggage right up to maximum 50 kg with the free baggage allowance before check in. Infants are not entitled to purchase additional baggage allowance (before and after the flight.). • In the event of a reservation change any excess baggage allowance purchased is automatically transferred to the new flight. Any differences in fees will be charged or refunded. In the event that a flight is cancelled any excess baggage allowance fee is automatically refunded. No baggage refunds are made unless the flight is cancelled. • The receipt (e-ticket or manual coupon) must be delivered to the guest who pays for excess baggage. • Special loads (sport equipment, live animals etc…) fee table is available in https://www.flypgs.com/en/useful-info/other-info/extra-services-price-table All special loads will be charged to the last point of flight, as excess baggage procedure by adding all segments one by one. This implementation will not apply to the below SSRs: • BBAG (Unpacked baggage and baby stroller) • GAXB (Gate Excess) • PETC (Pet in Cabin) • Hand baggage of guests who depart from one of Turkey destination with Pegasus Airlines, is determined as oversized of overweighed at boarding gate, if checked baggage allowance is "0", excess baggage rate shall be charged as GAEX SSR Code. Otherwise its weight is added onto checked baggage and excess collection shall be applied according to regarding route's rate in case there is excess weight.

	• Hand baggage of guests who depart from one of out of Turkey destination with Pegasus Airlines, is determined as oversized or overweighed at boarding gate, excess baggage rate shall be charged as GAXB SSR Code. • For All Flights Excess Baggage Tariff given via https://cdnp.flypgs.com/files/Bagaj_Haklar_/Bagaj_Ucretleri_Genel_Kurallar_03_04_2019_Total_EN.pdf. • If the actual weight of the checked baggage is not a whole number, rounding of decimal number shall be done to downward. Example: A baggage weight of 23.9 kg will not be processed as 24 kg but will be rounded down to 23 kg. • Checked baggage and hand baggage allowances shall be considered separately. Hand baggage allowance shall not be added to free baggage allowance regardless of guest does not have any hand baggage.

Passenger Weights

Standard Passenger Weights

Principally, Male/Female Weights shall be used for the passengers in Pegasus Airlines primarily. But remember, you may apply all adult weights for avoiding the 'overloading situation', if it is reasonable according to the final passenger figure. Consider the final distribution of the number of male and female on passenger figure.

Passenger seats	20 and more		30 and more
	Male	Female	All adult
All flights except holiday charters	88 kg	70 kg	84 kg
Holiday charters	83 kg	69 kg	76 kg
Children	35 kg	35 kg	35 kg

Note: *Flight category (Service Type) are stated specifically on Daily Schedule which Pegasus Airlines send one day prior to the flight:*
J: Scheduled, C: Charter, J&S: Split Charter, F: Ferry, P: Positional

Actual Passenger Weight

Certain passenger groups may fall outside weight allowances (e.g., sports teams) normally applied for weight and balance calculation. If it appears to the person in charge of check in or boarding or any other personnel involved in to the loading process of the aircraft that any passengers to be carried exceeds or deviated the weight stated above, he/she shall, if he/she considers it necessary in the interests of safety of the aircraft, require any such passenger to be weighed for the purpose of the entry on the load sheet.

Be ensure that:

• Load sheets must be specified to show which passenger weights have been used, i.e. Standard or Actual.
• Personnel must be trained and qualified to identify and account for such load situations to ensure accuracy in aircraft load calculations.
• The passenger weights include the allowance of cabin baggage and also any infant carried on same passenger seat. That's why cabin baggage and infants must be checked carefully and verified for conformity to the standards.

Passenger Suitability For Travel

A- Refusal of Transportation due to the Health Conditions

Transportation, under any circumstances, will not be provided to a person who:

• Will need medical care or will be dependent on specific medical equipment during the flight, passenger has to use medical instruments, apparatus, treatment or systems which work by compressed/pressured air, electricity or pneumatically are strictly forbidden to be operated on board on the aircraft,
• Is endure (d)/suffered Asthma attack or acute respiratory problems just before the flight at the airport.
• Has contagious / infectious diseases during infective stage of illness unless submitting the medical clearance
• Display behaviour that could potentially influence the comfort and well-being of the other passengers and/or the crew, or that could present a risk to the safety or punctuality of the flight due to illness or a physical condition and whose appearance would be offensive to fellow passengers, (pose a direct threat to the health or safety of other passengers, their property, the aircraft or crew that cannot be eliminated by providing additional aid or services or by other means because of his physical or medical condition),
• Has such a degree of physical infirmity that the trip would likely result in complications (e.g. diversion) or death.
• causes disturbance and jeopardize flight safety,
• Needs personal care during the flight (during meals, visiting the toilet, etc.) and will be travelling without a companion, (requires individual nursing or care during the flight, if not accompanied by a suitable escort),
• Cannot use the airplane seats in a normal, upright position.
• Is expectant mothers whose length of pregnancy exceeds 36 weeks to travel for single uncomplicated pregnancy.
• Is the expectant mothers whose length of pregnancy exceeds 32 weeks to travel for multiple uncomplicated pregnancy?

B-Refusal of Transportation due to the Safety and Security Reasons

Pegasus Airlines shall refuse to carry any person, when in the exercise of reasonable discretion that:

• such action is necessary in the interest of safety and security of the aircraft,
• such action is necessary in order to comply with any applicable laws, regulations or orders of any state or country to be flown from, into or over;
• the conduct, age or mental or physical state of the person is such as to:

☐☐Require special assistance of Pegasus Airlines which cannot be provided by reasonable means.
☐☐cause discomfort or make him or her objectionable to other passengers
☐☐involve any hazard or risk to himself or herself or to other persons or to property.

• the person(s) seem to be drunken or intoxicated; or person's mental or physical state or attitude, behaviour or demeanour, including person's
• impairment from alcohol or drugs, presents a hazard or risk to the passengers, to crew, or to property.
• the person presenting the ticket cannot prove that he/she is the person named in the ticket, (Pegasus Airlines reserves the right to retain such ticket); the ticket presented by the person:

☐☐has been acquired unlawfully or has been purchased from an entity other than the issuing Pegasus Airlines or its authorized agent
☐☐has been reported lost or stolen JJH
☐☐any flight coupon has been altered by anyone other than Pegasus Airlines or its authorized agent, or has been mutilated, (Pegasus Airlines reserves the right to retain such ticket);

• the person does not appear to be properly documented, (passport, visa, etc.), person does not have valid travel documents, person has poor profile for the requirements of the state of final destination and transit-transfer mid-point(s) in accordance with the concerning international legislations,
• such action is necessary because the passenger has failed to observe the instructions of Pegasus Airlines,
• The passenger has refused to submit himself to a Security check,
• The passenger fails to observe our instructions with respect to safety or security.
• person cannot prove that he/she is the person named in the Boarding Pass;

Genel (Public)

	- Is new mother and baby within first 48 hours of giving birth. - Fails or refuses to submit themselves to the specific conditions of carriage required by Pegasus Airlines regulations.
	Under this conditions, Pegasus Airlines may cancel the remaining unused portion of the ticket and person will not be entitled to further carriage. Pegasus Airlines shall not be liable for any consequential loss or damage alleged due to any such refusal to carry. **In cases when refusal for carriage had been exercised, inform GCC guestcontrol@flypgs.com by filling the PG-GU-FR-009 PASSENGER IRREGULARITY REPORT FORM, whenever safety / security is concerned.**
Saudi Arabia Destination Rules	- UMRAH baggage tag must be attached to the baggage of passengers' hold UMRAH visa - UMRAH comment must be recorded to the passenger on Pegasus DCS and HAJ/Umrah Passenger box must be marked on APIS section of the passenger who holds the Umrah visa. - Stations don't use Pegasus DCS must send a list of the name/surname/baggage pieces-weight/nationality of the passenger who holds UMRAH visa to GUEST CONTROL guestcontrol@flypgs.com; SAW SATIS SAWSATIS@flypgs.com. - UMRAH baggage must be loaded separately and be distinguished. - Number of pieces and location of UMRAH baggage must be stated on SI within LDM. - UMRAH passengers, Non-Umrah Passengers and total passengers manifest on direct flights to JED must be delivered to Cabin Crew as separately and the lists must be sent to PICNTJED@SAUDIAGS.COM; ARRNTJED@SAUDIAGS.COM ; HAJJUMRAHARRIVAL@SAUDIAGS.COM. - Please follow the announcement and notices about visa regulations and restrictions.

Weapon Carriage

WEAP (IATA AHM 232, PSCRM 1750, 745a)	Carriage (only be accepted as checked baggage with baggage tag)	Payment	Payment Exemption	Flight Records	Ammunition
International Flights	It will be carried in front cargo compartment without any exception.	Payment will be charged under SPEQ SSR.	Not applicable	It shall be stated as WEA on Load Sheet and/or NOTOC and also Loading Instructions Report and LDM, (IATA AHM 510)	Ammunition (cartridges for weapons), securely packaged (in Div. 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg gross weight per person in accordance with IATA DGR. It is stated on NOTOC and/or Load Sheet to inform Captain.
Domestic Flights through Turkey	It will be carried in the designated weapon bag that is located at the front cargo compartment of aircraft with the exceptions in accordance with national legislation.	✈Sportive guns are charged under SPEQ SSR. ✈weapons for personal using are charged under WPAY SSR.	If it is exempted from payment, the reason shall be stated under the CKIN SSR on passenger's check in record.		

**Weapons are not transported on international flights. (They must be officially permitted by departure, transit if any and arrival countries.)

Indemnity Form PG-DO-FR-035	In the event passenger(s) who do not suffer from contagious disease and cannot submit Medical Clearance even its recommended shall be required to sign Form of Indemnity PG-DO-FR-035; otherwise shall be offloaded. The passenger is the sole responsible and liable for all the consequences to the medical conditions induced by air travel. Passenger must submit Medical Clearance or sign the Indemnity Form, otherwise he/she cannot be accepted to the flight.
WCH*	- Subject to space and weight restrictions, up to 2 items of personal mobility equipment, including wheelchairs, can be carried free of charge in addition to the passengers' normal hold baggage allowance. - Only accept dry and gel batteries. Wheelchairs with 'gel type batteries' do not require the battery to be disconnected provided that the battery terminals are insulated to prevent accidental short circuits. WARNING! The wheelchair/battery-powered mobility aid must be secured against movement in the cargo compartment and must be carried in a manner so that it is protected from being damaged by the movement of baggage, mail, or cargo. According to IATA DGR 2.3.2.2 and TABLE 2.3 A, PIC must be informed by load sheet or NOTOC about the location of Removed lithium battery in cabin and Removed battery or wheelchair with installed battery in cargo compartment. - Wet battery is not allowed on our aircrafts. - SERVICE SSRs for the Passengers with Wheelchairs: **WCHR:** Passengers who can ascend and descend steps and move in the aircraft cabin but who require a wheelchair for distance to/from the aircraft. **WCHS:** Passengers who cannot ascend and descend steps, where the wheelchair is required to/from the aircraft and the passenger must be carried up/down the steps but is able to make their own way **WCHC:** Passengers who are completely immobile and require a wheelchair to/from the aircraft and must be carried up/down the steps and to/from their cabin sea. - EQUIPMENT SSRs for the Mobility Aids of the Passengers with Wheelchairs: **WCMP:** Wheelchair- Manual Power (WCMP is used with combination with Service SSR: WCHR or WCHS or WCHC) The passenger has their own wheelchair which works with manual power. **WCBD:** Wheelchair D for Dry cell battery (WCBD is used with combination with Service SSR: WCHR or WCHS or WCHC). The passenger has their own wheelchair with non-spillable battery to be transported by a passenger which will require advance notification and may require preparation/(dis)assembly... IATA DGR will apply.

	WCLB: Wheelchair with Lithium ion battery (WCLB is used with combination with Service SSR: WCHR or WCHS or WCHC). The passenger has their own wheelchair with lithium ion battery to be transported by a passenger which will require advance notification/preparation. Wheelchair and battery shall be claimed and rechecked at each interline transfer point. IATA DGR will apply. • Limits for passenger's own wheelchair: Maximum Total Weight per WCHR (kilo): 150 kilos Maximum Dimensions (centimetre), Length Width Height: 110X107X84 NOTE: If passenger travel with their own wheelchair: the details of passengers' own mobility aid must be processed to enable making arrangements for it to be safely loaded and offloaded. If the passenger travels own wheelchair on board the aircraft, then two SSR must be specified at the same time: 1. First one states the assistant conditions which the passenger requires (SERVICE SSR) 2. Second one is for the equipment working type (EQUIPMENT SSR) Sample: WCHR-WCMP or WCHS-WCLB etc… You should avoid using more than one Service SSR at the same time for the same passenger and using unnecessary details.
Medical Clearance	**A. RECOMMENDATION CATEGORY** Pegasus Airlines recommends obtaining a medical clearance to determine whether the passenger is fit for air travel in the following cases: • Passenger(s) who have underlying health problems such as cancer, heart, chest, brain or lung disease, anaemia, diabetes, are on any form of regular medication or treatment, experienced medical operations, have recently had surgery or have been in hospital, or who is concerned about their fitness to travel for any other reason, • Passenger(s) who have any pre-existing health problem or any questions related to their health, • Passenger(s) who have a medical condition that could result in a life-threatening situation or could require the provision of exceptional medical care for their safety during the flight, • Each case of complicated pregnancy. • Passenger(s) who have been fitted with a full plaster cast (in case of flying for the first 24 hours if the flight is two hours or less). • Passenger(s) who have been fitted with a full plaster cast (in case of flying for the first 48 hours if the flight is longer than two hours), In addition, Pegasus Airlines recommends passengers to obtain medical clearance if they are transporting full or empty syringes for use on board. This will facilitate their clearance at airport security checks. Pegasus Airlines recommends passengers who do not feel well or are sick to seek advice from the Doctor of Medicine prior to their travel date and postpone their travel in order to not to experience any further health problems during the course of their flight. Passenger who refrains from flying due to the medical conditions is entitled for reimbursement of the ticket fare and he/she has the right to change flight reservation details without extra payment on condition that fulfilling the about mentioned conditions. Passengers who are not submitted the medical clearance even it's been recommended must sign and deliver the Indemnity Form PG-DO-FR-035. Otherwise shall be offloaded.

	B. MANDATORY CATEGORY Medical clearance is mandatory only for passengers suffering from a contagious disease. Requirement of Medical Clearance may be determined as based on, passenger's declaration and/or on visible indications, signs and syndromes. Indemnity Form shall not be used for the passenger who has contagious / infectious diseases.	**C. RIGHT TO REFUSE PRM / MEDA** Pegasus Airlines has the right to require medical clearance or refuse to carry passengers with conditions that may worsen, or have serious consequences, during the flight if there is an indication that a passenger could be suffering from any disease or physical or mental condition that: • may be considered a potential hazard to the safety of the aircraft. • adversely affects the welfare and comfort of the other passengers and/or crew members. • requires medical attention and/or special equipment during the flight, (Persons requesting medical treatment during flight, e.g. needing extra oxygen or other medical treatment like infusions), • may be aggravated by the flight, (persons whose medical condition gives reasonable doubt that the individual can complete the flight safely without requiring extraordinary assistance during flight, e.g. persons with acute medical conditions as recent heart attack, stroke, embolism, persons with recent surgery). If passenger is denied, please inform the passenger about discreet reason and alternative flight plans. Passenger shall be assisted accordingly.

SCPs	Passenger Information List (PIL) shall be used to inform the Cabin Crew about special categories of passengers in IATA format. Crew Information Sheet may be used where PIL cannot be issued due to system problem.
DEAF, MUTE, BLND	Shall be accepted for travel without escort. **Note:** If a passenger is both blind and deaf/mute, he/she shall be accepted to travel with an escort. Passenger may be accompanied by a guide dog, (seeing-eye dog). A guide dog, will be accommodated free of charge, and on the floor of in the cabin, at the feet of the handler.

	Case Type	Form No	Form Name	E-mail to send
Using of Security Forms	INAD Passengers	PG-GU-FR-011	POTENTIALLY DISRUPTIVE PASSENGER INFORMATION FORM	INAD@flypgs.com; Security@flypgs.com; Guestcontrol@flypgs.com
	Denied Boarding: (only Travel Document Reasons)	PG-GU-FR-011	POTENTIALLY DISRUPTIVE PASSENGER INFORMATION FORM	INAD@flypgs.com; Security@flypgs.com; Guestcontrol@flypgs.com
	Escorted Persons in Lawful Custody	PG-GU-FR-011	POTENTIALLY DISRUPTIVE PASSENGER INFORMATION FORM	Security@flypgs.com; Guestcontrol@flypgs.com

Genel (Public)

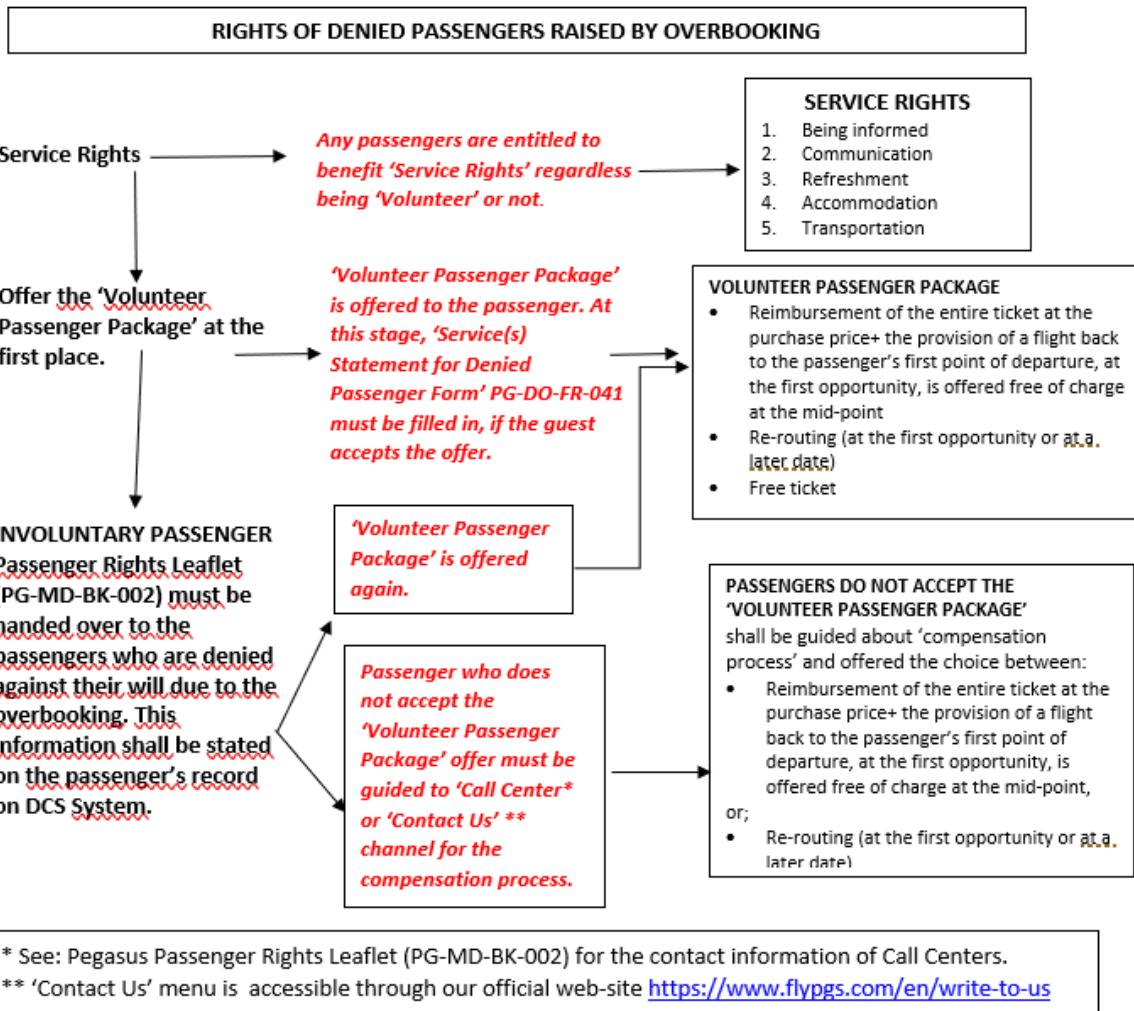|	Unruly Passenger, on Aircraft, on Check-in, Boarding in any status	PG-GU-FR-009	PASSENGER IRREGULARITY REPORT FORM	Security@flypgs.com; Guestcontrol@flypgs.com	
	Bomb warnings	PG-GU-FR-007	BOMB WARNING REPORT FORM	Security@flypgs.com; Guestcontrol@flypgs.com; OCCDUTYCHIEF@flypgs.com	
No Custom Clearance	**VAN(VAN), MARDİN(MQM), BATMAN(BAL), MUŞ(MSR), MERZİFON(MZH), BİNGÖL (BGG), AĞRI (AJI), ŞIRNAK(NKT), IĞDIR(IGD), ÇANAKKALE(CKZ) ADIYAMAN (ADF)**				

CHECK-IN & BOARDING PROCESSES ON OVERBOOKED FLIGHTS:

On an overbooked flight, first call for volunteers to surrender their reservations in exchange for benefits under conditions to be agreed between the passenger concerned and Pegasus. If an insufficient number of volunteers comes forward to allow the remaining passengers with reservations to board the flight, you may then deny boarding to passengers against their will. Passengers such as transfer, transit, SCP (PRMs, VIPs, INADs, DEPAs, UMs, families with infant & children) are not chosen for denying unless they particularly volunteer to be denied. Pegasus DCS is set up the criterion for passenger may be denied. Passengers offered by Pegasus DCS are briefed about the procedures and their rights. 'Standby Boarding Card' may be delivered to the passengers who will be denied. Their baggage may be labelled with 'Standby Tag' and sent to the Sorting Area. Passenger are welcomed at the gate until the flight closing time. Standby baggage is kept distinguished and ready to load to the aircraft. Standby passengers' check in is confirmed and their baggage are loaded, if there is any available seat after the flight is closed for check-in. Involuntary denied passengers have the first priorities during the accept from 'Standby Onload List'. Passenger manifest, baggage reconciliation tools, DCS, Load Sheet, Loading Instruction Report, LDM shall be accurate and cover the entire last minutes changes. Applications may vary according to the system used for check-in/boarding, legislation or local conditions. But essentially to eliminate the loss caused by no-shows and to maximise the occupied seats at the flight is the main goal. PG-DO-FR-041 shall always be filled in for the passengers who benefit the 'Free Ticket' etc.

Passengers who cannot fly on the concerning flight at "Standby Onload List" are processed as follows:

RIGHTS OF DENIED PASSENGERS RAISED BY OVERBOOKING

Denied passengers shall be processed in accordance with PG-MD-BK-002 / Passenger Rights Brochure.

RIGHTS OF DENIED PASSENGERS RAISED BY OVERBOOKING

1. Service Rights

Any passengers are entitled to benefit 'Service Rights' regardless being 'Volunteer' or not.

SERVICE RIGHTS
1. Being informed
2. Communication
3. Refreshment
4. Accommodation
5. Transportation

2. Offer the 'Volunteer Passenger Package' at the first place.

'Volunteer Passenger Package' is offered to the passenger. At this stage, 'Service(s) Statement for Denied Passenger Form' PG-DO-FR-041 must be filled in, if the guest accepts the offer.

VOLUNTEER PASSENGER PACKAGE
- Reimbursement of the entire ticket at the purchase price+ the provision of a flight back to the passenger's first point of departure, at the first opportunity, is offered free of charge at the mid-point
- Re-routing (at the first opportunity or at a later date)
- Free ticket

3. INVOLUNTARY PASSENGER Passenger Rights Leaflet (PG-MD-BK-002) must be handed over to the passengers who are denied against their will due to the overbooking. This information shall be stated on the passenger's record on DCS System.

'Volunteer Passenger Package' is offered again.

Passenger who does not accept the 'Volunteer Passenger Package' offer must be guided to 'Call Center or 'Contact Us' ** channel for the compensation process.*

PASSENGERS DO NOT ACCEPT THE 'VOLUNTEER PASSENGER PACKAGE' shall be guided about 'compensation process' and offered the choice between:
- Reimbursement of the entire ticket at the purchase price+ the provision of a flight back to the passenger's first point of departure, at the first opportunity, is offered free of charge at the mid-point, or;
- Re-routing (at the first opportunity or at a later date)

* See: Pegasus Passenger Rights Leaflet (PG-MD-BK-002) for the contact information of Call Centers.
** 'Contact Us' menu is accessible through our official web-site https://www.flypgs.com/en/write-to-us

Note: State legislations must be considered as well. This chart is general and shows the minimums.

Pegasus Ground Operations Contacts Chart- Please Do not give the numbers to the passengers! These contacts are for the communication between process owners (Pegasus, suppliers, 3ʳᵈ parties, but not for the passengers!

Subject	Group E-mail	Tel
Any question (especially for operational issues and flight irregularities, on time performance issues, delays required immediate actions) within the scope of ground operation and any operational/flight irregularity including Ground Incident and Safety Reports and Dangerous Goods Occurrence Reports sending 7/24:	guestcontrol@flypgs.com ; 7/24 GCC SITA: ISTFPPC	**Guest Control:** 0216 560 7206 0216 560 7455 **Flight Control:** 0216 560 7220 0216 560 7221 **DCS Control:** 0216 560 7222 **Only for Emergencies:** 0533 716 13 08
'Travel Documents Control Central Office-Sabiha Gokcen Airport' if you have any question about the passengers' travel documents 7/24:	1- pegasusvisa@flypgs.com for the questions and assistance. 2- inad@flypgs.com for informing about the passenger(s) who are denied our flight for the reason of travel document violation by filling Pegasus 'Potentially Disruptive Passenger Information Form'. inad@flypgs.com security@flypgs.com for travel documents violations, INAD, DEPA guests' traveling processes.	Tel: 00 90 216 588 86 81 Mobile: 00 90 530 108 21 71
Safety, quality, security management system(s), document management, electronic library access (user name &password requirements), training issues:	ground.doc@flypgs.com	00 90 216 560 7294
Training issues (planning, requirements, demands etc.):	groundtraining@flypgs.com	00 90 216 560 7204
Baggage services (lost &found, left behind, expedite rush, damage etc.) issues:	pbsmerkez@flypgs.com	00 90 216 560 7542
PNL (Passenger Name List, Reservation List) issues:	pnl@flypgs.com	
Excess Baggage Rates & SSR Fares:	xbag@flypgs.com GROUNDADMIN@flypgs.com	00 90 216 560 7203
Pegasus-DCS System issues (failure, errors, cut overs, news, technical instructions etc.):	dcsgroup@flypgs.com	00 90 216 560 7218
Providing Pegasus stationary, material, document, tool etc.:	stationery.request@flypgs.com	00 90 216 560 7201
Improvement of quality& safety& security management system(s) in scope of ground operations, operational irregularities and corrective /preventive actions, Quality Assurance Program etc.:	area.auditors@flypgs.com	00 90 216 560 7209
AHM 560 revisions, load control data, load control limits, test load sheets:	AHM560@flypgs.com	00 90 216 560 7253
Handling Agreements	HANDLINGCONTRACTS@flypgs.com	00 90 216 560 7370

Following contacts may be offered to the passengers: Pegasus Call Centre telephone numbers, if requested:
0888 228 12 12 (calling from Turkey) 0090 850 250 67 77 (other than Turkey) 0850 250 67 02 (for only involuntary transactions)

Cabin Seat Plans	**Please use the correct Seat Plan belongs to the correct registration by verifying it with Load Controller, Pegasus Guest Control Centre and Pegasus AHM 560 latest published version before Manual Check-in process, if necessary. Seating Rules shall be applied.**

A/C Type	Seat Capacity	Exit	Cabin Section,Seat	Rows			
B737 – 800	189Y	15 and 16. Rows	A33-B60-C48-D48	A: 1-6	B: 7-16	C: 17-24	D: 25-32
A 320 – CEO	180Y	12 and 13. Rows	A60-B60-C60	A: 1-10	B: 11-20	C: 21-30	
A 320-CEO	186Y	15 and 16. Rows	A60-B60-C66	A: 1-10	B: 11-23	C: 24-34	
A320- NEO	186Y	15 and 16. Rows	A48-B42-C48-D48	A: 1-8	B: 9-18	C:19-26	D: 27-34
A-321	239Y	18, 19, 29. Rows	A60-B60-C59-D60	A: 1-10	B: 11-20	C: 21-30	D: 31-40

CABIN JUMP SEATS: Pegasus employees who have benefited from family tickets and meet the requirements for sitting in emergency seats may be seated on available cabin jump seat by cabin crew or ground operations personnel in accordance with PG-KU-PR-012 Use of Vacant Cabin Jump Seats Procedure. Jump Seat boarding card is given.