

# Quick Reference



\*For Handling Suppliers

## REVISION OF HIGHLIGHTS

**Revision No:** 31

**Revision Date:** 03 AUG 2023

**ONLINE CHECK-IN SERVICE and AVAILABLE AIRPORTS** updated

**NEW FLIGHT TICKET FARE AND RULES** updated

**CABIN BAGGAGE** updated

**PASSENGER ITEMS IN THE PASSENGER CABIN** added

**MAXIMUM SCP NUMBERS ON B737-800/8** added

**UM** updated

**SERVICE/GUIDE ANIMAL** updated

**EMERGENCY EXIT RULES** updated

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## Corendon Airlines

### Turistik Hava Taşımacılık A.Ş.

<http://www.corendon-airlines.com>

#### Ground Operation Department Contacts

Tel: + 90 242 330 33 36 – 1247 **7/24 Hotline**

Mobile: + 90 549 412 00 36 / 97 **7/24 Hotline**

Fax: + 90 242 330 33 07

Mail: [groundoperations@corendon-airlines.com](mailto:groundoperations@corendon-airlines.com)

For Legal Documents: <https://handling.corendonairlines.com> !

Please request USERNAME and PASSWORD if you don't have!

SITA: AYTDP7H / AYTDC7H

Call Sign: Corendon Airlines / XC, Corendon Airlines Europe / XR

Cargo Prefix: 395

Billing & Correspondence Address: Güzeloluk Mah. 1879 Sok. No: 148 07200 ANTALYA/TURKEY

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## \*CHECK-IN

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### CHECK-IN OPENING / CLOSURE TIME

When departing from Schiphol Amsterdam (AMS), Brussels Airport (BRU) and Tel Aviv Ben Gurion Airport (TLV):

The check in is available from 03:00 hours to 01:00 hour before departure time.

When departing from other airports:

The check in is available from 02:30 hours to 01:00 hour before departure time.

The minimum number of counter allocated shall not be less than 3.

1 check-in desk for priority passengers and bag-drop off (if available)

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### CHECK-IN MATERIALS

Please request the documents (bag tags, cabin tags etc.) from [groundoperations@corendon-airlines.com](mailto:groundoperations@corendon-airlines.com)

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### PNL SENDING

The PNLs are going to be sent 12 hours before STD and then ADLs are going to be sent as each hour until 2 hours before STD.

The PNL/ADL sender addresses are: AYTDP7H/AYTOP7H

**Exemption:** If the flight is operated by the tour operator Corendon Holland and Corendon Belgium, the final PNL is set to be sent 5 hours before STD.

If PNL is not received by handling company on time, please request to [groundoperations@corendon-airlines.com](mailto:groundoperations@corendon-airlines.com) via e-mail.

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**COMPANY LOGO** Corendon Airlines Logo has to be shown at check-in desks boards, please contact with [gopmain@corendon-airlines.com](mailto:gopmain@corendon-airlines.com) if terminal authority request different format or size. Also "More Leg Space" sales logos and passenger rights has to be appeared on the desks.

Please ensure that you are using the Logo on the below:



Please ensure that you are using the Logo at one of your check-in desk if online check-in is available at your station



## ONLINE CHECK-IN SERVICE and AVAILABLE AIRPORTS

Online checkin service opens **36 hours** before the schedules departure time up to **5 hours** before the departure at below destinations for Corendon Airlines XC and Corendon Airlines XR flights:

**GERMANY:** BER-BRE-CGN-DRS-DUS-ERF-FDH-FKB-FMM-FMO-FRA-HAJ-HAM-KSF-LEJ-MUC-NRN-NUE-PAD-RLG-SCN-STR

**GREECE:** RHO-KGS-HER-CHQ

**SPAIN:** FUE-IBZ-TFS-LPA-PMI-ACE (as of 1st Apr)

**NETHERLAND:** AMS-EIN-RTM-GRQ-MST

**BELGIUM:** BRU

**POLAND:** WAW

**TURKEY:** AYT-ADB-DLM-EDO-ESB-ADA-SZF-TZX-ASR

**UK:** LGW-MAN

**SWITZERLAND:** BSL-MLH

**DENMARK:** CPH (closes 12 hrs before STD) – BLL

**AUSTRIA:** GRZ-VIE-SZG

## NEW FLIGHT TICKET FARE AND RULES

As necessary information are already published via **HIB 2021-03, as of 01st April**, we will have 4 types of flight ticket fare with their bundles details. They are such as of sales of hand baggage, airport check-in, priority check-in and priority boarding.

**Please find the details of the types of Bundles:**

**Promo:** It is used for only promotional efforts and includes a carry-on bag (max. size 40 x 30 x 15 cm) and online check-in where it is available. **As of 01<sup>st</sup> October**, this ticket fare will be available on our flights. The passengers will not have any hand baggage allowance. They may purchase it via our webpage. Please find below the PNL sample:

1BAGGAGE/ALLOWEDMR

.R/TKPO HK1 PROMO TICKET

.R/CBBE HK1 CABIN BAGGAGE INCLUDED (*If the passenger purchases the cabin baggage allowance*)

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*If any passenger does not purchase any cabin bag allowance*, The CBBE SSR code will not be inserted into PNL:

1BAGGAGE/ALLOWEDMR  
.R/TKPO HK1 PROMO TICKET

If the passenger is willing to purchase the allowance at the check-in counter, the fee in the below table should be applied.

**Eco:** Basic fare for those who like to travel without checked-in baggage. Eco fare includes a carry-on bag (max. size 40 x 30 x 15 cm), hand bag (55 x 40 x 25 cm, max. 8 kg) and online check-in where it is available.

**Flex:** Flex fare includes a carry-on bag (max. size 40 x 30 x 15 cm), a hand bag (55 x 40 x 25 cm, max. 8 kg), a 23 kg checked-in bag, a standard seat selection, airport check-in and online check-in where it is available.

**Premium:** Premium includes a carry-on bag (max. size 40 x 30 x 15 cm), a hand bag (55 x 40 x 25 cm, max. 8 kg), a 40 kg checked-in bag, premium seat selection, airport check-in and online check-in, priority check-in, priority boarding where it is available.

**Please find the fees below for these new services which are applicable for web-sales and airport sales.**

Fees - EUR	Airport Sales
Hand Baggage (up to 8KG)*	25 EUR
Airport Check-in**	10 EUR
Priority (Check-in + Boarding)***	35 EUR

\*Applicable for only Promo fares.

\*\*Applicable for only Promo and Eco fares where online-check is available

\*\*\*Applicable for all flights including the full charter flights.

**Please find the SSR codes below that will be valid for mentioned services in the PNL:**

.R/TKPO HK1 PROMO TICKET  
.R/CBBE HK1 CABIN BAGGAGE INCLUDED  
.R/TKEC HK1 ECO TICKET  
.R/TKFX HK1 FLEX TICKET  
.R/TKPR HK1 PREMIUM TICKET

.R/PRBD HK1 PRIORITY BOARDING - This print of PRBD will also be inserted on the boarding passes therefore the passengers with PRBD will be taken priority for the boarding.

**.R/OCFE HK1 AIRPORT CHECK-IN FEE**

**-If this SSR code is NOT inserted in the PNL, the related passenger should be charged for the online check-in fee at the check-in desk.)**

\*Excess baggages can and will only be accepted after payment. Excess baggage rates and coupons can be obtained from Ground Operations Department

\*Each piece of luggage, even If paid for, should not weigh more than max. **32 kg.**

\*Excess baggage will be charged for all international flight as one way according to below table:

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## BAGGAGE ALLOWANCE – SEAT SELECTION

### Baggage Allowance:

- Infants** under 2 years are entitled to a free baggage allowance up to 10 kg.
- Please be reminded that the **only weight concept** should be applied for all Corendon Airlines flights (XC and XR). The piece concept is not available instead.
- Should passengers travel with two or more passengers in one booking (PNR), they are allowed to divide the total weight and maximum pieces between the persons in the booking
- The baggage allowance of the passengers are only be combined the fact that the reservation number is same
- The extra baggage package of 20 kg** which is able to be sold at the airport check-in desk is valued at **75 euros. It can be used once for each passenger.**
- The excess fee** is valued at 10 euro/per kg

### Seat Selection Fee Table for All Destination:

Airport	Fee
First row (1ABC and 2DEF)	€ 30
Front seats 2ABC - 5th row	€ 25
Quick Seats (rows 6-15)	€ 25
Exit seats (XL seats)	€ 30
Standard seats (rows 18-33)	€ 25

**Note:** If the passenger with seat reservation does not complete the online check-in process where available stations, the airport check-in fee should be applied.

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SPECIAL EQUIPMENT CHARGES	Airport Fees		
	Effective date - 01.04.22		
	EQUIPMENT TYPE	Price	Piece / Per KG
	DIVING EQUIPMENT	€ 55	Piece
	INFLATABLE BOAT	€ 55	Piece
	KITESURFING	€ 60	Piece
	BODY BOARD - SURFBOARD	€ 55	Piece
	SKI EQUIPMENT	€ 55	Piece
	HANGGLIDER EQUIPMENT (up to 30 KG)	€ 60	Piece
	HANGGLIDER EQUIPMENT (more than 30 KG)	€ 10	Per KG
	CANOE	€ 60	Piece
	PARAGLIDING EQUIPMENT	€ 60	Piece
	FISHING EQUIPMENT	€ 40	Piece
	BICYCLE (without battery)	€ 55	Piece
	SCOOTMOBILE	€ 100	Piece
	FIREARMS AND AMMUNITION (exclusively for sporting purposes)	€ 60	Piece
	GOLF BAGGAGE (up to 23 KG)	€ 35	Piece
	GOLF BAGGAGE (more than 23 KG)	€ 10	Per KG
<b>Note1:</b> Excess Baggage Fee (€ 10 per Kg) should be charged for carrying above the max limits.			
<b>Note2:</b> There is no change in "Max Number" and "Max Kg" rules.			
	<b>PET CARRIAGE</b>	<b>Price</b>	
	PET IN CABIN	€ 60	
	PET IN CARGO COMPARTMENT	€ 85	



**CABIN BAGGAGE** Cabin Baggage comprises all articles not listed as personal effects but carried in the cabin by the passenger during the flight. Cabin Baggage must be restricted to one piece per passenger occupying one seat and he/she is responsible for such baggage. The conditions under which these are accepted in the cabin are:

- Maximum Weight : 8 kg
- Maximum dimension : 55 \* 40 \* 25 cms
- \* Cabin baggage must be labeled with CORENDON AIRLINES "Cabin baggage" tag with the date of flight, flight number and destination at the check-in desk.
- \* Passenger should pay **75€** penalty fee if he/she hide his/her additional cabin bag and/or oversize cabin bag during boarding gate.

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- \* If the passenger is willing the cabin baggage to be checked-in, the cabin baggage is accepted as free of charge and inserted into DCS as follows:

**i. I-port DCS:**

AYT - DUS 01AUG XC 2409

BCN	Passenger Name	STS	API	PT	Seat	Add. Bags (pcs/kg)	SSR	TKT	CTC	FQT	P
1	063		C	OK	M	25A	0	0	1/20	XBAG+	T N N
2	06										
3	06										

Segm. Sts: HK CC: Y BC: Y OSI: Yes TOP: COR PNR: L52K1T

Change baggage for: [Redacted]

Add connection data for baggage only

1. XC 2409 01AUG AYT DUS

Add Bag Tag

Type Special/free kg Destination At gate Limited Release

1 Special/free 2 Hand baggage 3 20 DUS

Total pooled weight 20

Bag Tag Overview Total Pieces: 1 pcs Total Weight: 20 kg

Close

item 1: select "Special/free"

item 2: select "Hand baggage"

item 3: please insert the cabin baggage weight.

**ii. If you are using another DCS than I-port, please add the appropriate SSR code into DCS.**

## PASSENGER ITEMS IN THE PASSENGER CABIN

Musical instruments are transported in the cargo hold; our standard hold luggage rate applies to musical instruments. You may also take a small musical instrument with you as hand luggage. Only those musical instruments, including the case, which are no larger than 25 x 117 x 38 cm and no heavier than 8 kg can be transported in the cabin. Examples of musical instruments that meet these requirements are a viola, violin, flute, clarinet, bugle or trumpet.

Corendon Airlines allows a passenger to purchase a ticket for an item, approved by a Corendon Airlines Service Center, which is too fragile or bulky to be handled as checked baggage. Examples of cabin-seat baggage may include large or valuable musical instruments, diplomatic bags, works of art, scientific instruments, media cameras, artifacts, garment bags and similar items of a delicate nature or unusual size.

These items can be carried on board and transported in a seat, provided that certain special rules are followed.

### SPECIAL RULES

#### The item:

- must be packaged or covered in a manner to avoid injury to other passengers and damage to the seat.

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- must be placed on the cabin seat and secured with the seatbelt/extension belt to avoid shifting during flight OR
- must be placed on the cabin floor leaning against the seat and secured with the seatbelt/extension belt to avoid shifting during flight.
- preferably placed at the window seat.

**The item:**

- must NOT exceed 135 x 40 x 35 cm in dimensions.
- must NOT exceed 75 kg in weight.
- must NOT be placed any regular or emergency exit row.
- must NOT be placed at the aisle seat of the cabin.
- must NOT obscure any customer's view of "seatbelt," "no smoking" or "exit" signage.
- must NOT contain dangerous goods.

**Additional requirements:**

- One extra seat must be reserved and paid adjacent to the owner.
- Item must be confirmed in advance by Corendon Service Center and applicable charges paid.

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**HEAVY  
BAGGAGE**

By check-in the bags heavier than 23kgs must be attached with the heavy sticker and ramp agent has to careful by loading and unloading. A bag can not exceed 32kgs according to IATA regulations.

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**RUSH BAGGAGE**

If the ground operations ( Corendon Airlines ) allow to carry rush EXP luggages you may accept but Captain should informed about rush EXP bags. EXP bags should state at LDM msg.

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**PRM**

Blind/Deaf/Mute depending on number of Able Bodied Persons on board, PSM should send to AYTOP7H and related destination SITA addresses after flight. You may request the related destination SITA addresses from [groundoperations@corendon-airlines.com](mailto:groundoperations@corendon-airlines.com)



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## MAXIMUM SCP NUMBERS ON B737-800/8

UMNR	4 pax
WCHR/WCHS	depending on number of ABP's on board
WCHC/MEDA (unescorted)	4 pax
PETC	4 only dogs or cats (2 small pet may be in same cage)
SVAN	4 pax (included PETC)
DEPU	PIC decision
DEPA	1 pax and with 2 escort
INAD	PIC decision
DEAF/BLIND/DEAF/ MUTE (unescorted)	depending on number of ABP's on board
DPNA	ONLY WITH ESCORT
if the pax DEAF and BLIND	1 pax - ONLY WITH ESCORT
STCH	1
DPNA/MEDA and/or WCHC + UNMR combined should not exceed 4 pax	

## WHEELCHAIR PAX

For all Airports following instructions are applicable on all Corendon flights:

- ☑ Whenever possible, PRMs should pre-board the aero plane;
- ☑ PRM's shall not be seated on emergency exit rows;
- ☑ Only an (electric) wheelchair or scooter with a maximum height of 86 cm can be stowed Up right. If the wheelchair is higher than 86 cm, it will must stowed on its side;
- ☑ Wheelchair must be delivered to the check-in counter and will be stowed as hold luggage;
- ☑ Scoot mobile - There is only room for one scooter on every flight;
- ☑ Scoot mobile can only be loaded upright if it is no higher than 86 cm;
- ☑ Ensure to assigned the most suitable seat possible

## MAAS

Passengers with special needs such as the elderly, the very young, those with language problems or phobias, and those who are visually or hearing impaired can receive a special escort service during their check-in, during their boarding and their arrival from the aircraft to the airport.

The service fee is 70 EURO pp/one way

## LITHIUM-ION BATTERY

Where the battery is removed by the user, if the mobility aid is specifically designed to allow it to be, following the manufacturer's instructions, for a device that is fitted with two batteries required for its operation;

- A passenger may carry a maximum of one spare battery not exceeding 300 Wh
- A passenger may carry a maximum of two spares each not exceeding 160 Wh.
- The devices except Wheelchair/Scot Mobile; Lithium metal (non-rechargeable) batteries are limited to 2 grams and a rating of 100 watt hours (Wh) of lithium per battery.

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	<p>Any battery removed from the mobility aid and any spare batteries must be carried in the passenger cabin. The removed or spare batteries must be protected from damage.</p> <p>Formula of converting to Watt Hour(Wh): <math>(V) \times (Ah) = (Wh)</math></p>
<b>WCH SPILLABLE</b>	<p>Wheelchairs with spillable batteries; Most battery-driven wheelchairs are powered by spillable batteries, which can be carried as checked baggage in the aircraft cargo compartment provided that the battery is disconnected and securely attached to the wheelchair and in addition the wheelchair must be loaded, stowed, secured and unloaded always in an upright position (not possible on board B737 types)</p>
<b>WCH NON-SPILLABLE</b>	<p>Battery driven wheelchairs, with non-spillable batteries, dry cell batteries or non-spillable wet cell batteries are rare and can be carried as checked baggage in the aircraft cargo compartment provided that the battery is disconnected and securely attached to the wheelchair and the poles are insulated.</p>
<b>PREGNANT PAX</b>	<p>Pregnant passengers will be accepted up to 36th week of pregnancy with 'Indemnity form', there is no need to doctor's report. For multiple pregnancies; pregnant passengers will be accepted up to 32nd week of pregnancy with 'Indemnity form', there is no need to doctor's report. <b>Indemnity form</b> should fill after 24th week of pregnancy.</p> <p>Commander is entitled to ask for a doctor's report according to the physical appearance of the pregnant passenger, stating good health and that the passenger is fit enough to fly.</p>
<b>OVERWEIGHED PAX</b>	<p>Overweighed travelers and flight safety of our guests as well as endanger the goal of providing our guests with peace of mind, as far as possible should be located on the corridor, just a side who are available on flights where the seat be left blank. They cannot sit to Emergency Exit areas.</p>
<b>FIT TO FLY REPORT</b>	<p>No transportation, under any circumstances, will be provided to:</p> <ul style="list-style-type: none"><li>Ø A person who has a contagious disease e.g. open tuberculosis, infectious hepatitis, scarlet fever, diphtheria, chicken-pocks, etc;</li><li>Ø A person who has suffered a heart attack or stroke within the last eight weeks;</li><li>Ø A person who requires medical treatment by pneumatically or electrically operated apparatus which, for specific reasons, is not allowed to be operated on board;</li><li>Ø A person who refuses to be subjected to a security check;</li><li>Ø A person who carries arms with the possible intent of endangering the safety of the aircraft or its occupants;</li><li>Ø Handicapped passengers should ONLY be seated in seats <b>A</b> and <b>F</b>. However, the below mentioned rows/seats shall NOT be allocated at all to handicapped persons: <b>A/C Type: B738 - The Rows: 16/17</b>.</li></ul> <p>The situation which needs to get doctor report, that the report acceptable till <b>one month</b> before schedule departure</p> <p>date Doctor's sign and stamp has to be on the report. Report has to be in English or Turkish</p>
<b>OXYGEN</b>	<p><b>Personal oxygen cylinder</b> is not allowed to carry on board and at the cargo compartment due to safety reasons.</p>

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These passengers are those who are carrying Portable oxygen concentrators (POC), respiratory/ventilator devices, devices for sleep apnea (CPAP) are permitted if they possess a written health report issued by their own doctor or by the official doctor at the airport

### NO-REC PASSENGER

Please always contact with [groundoperations@corendon-airlines.com](mailto:groundoperations@corendon-airlines.com) in case of NO-REC passenger application.

### MULTI LEG FLIGHTS

To enable allocated seating on three sector flights, before check in the departure station shall send a provisional Seats Occupied Message (SOM) to both destinations. Both destination stations shall then issue seats accordingly, using only those seats allocated to their stations.  
Due attention should be paid to seat requests as it may be necessary to allocate seats in advance for use by the last departure station.  
After closing the check in a final SOM shall be sent to destinations.

### INFANT ALLOCATION

ACType	Standart		Max. No. To be carried with the addition of extra belts and LVs
	Infant Belt	Infant Life Vest	
B738	19	19	28

\*The maximum numbers of infants will be reduced by the number of unaccompanied minors or wheel-chair passengers.



\*Infants are not allowed to carry cabin baggage.

\*Infants are not entitled to an own seat in the cabin, but they get an own boarding pass (infant boarding pass)

\* Passengers travelling with infants shall not be seated at exit row seats. Cabin crew or a passenger may need to use extra oxygen mask during walking in the aisle in case of possible decompression. Therefore; only 1 infant shall be allowed per complete seat row.

\*Infants should ONLY be seated in seats A or F.

\*Car seats, maxi-cosi or other apparatus for seats must be checked in as hold baggage. When appearing at the gate, they will be taken in and brought to the apron to be loaded in the hold.

\* Infants and their mothers will not be admitted to our Flights within 48 hours following birth even if a doctor report permitting travel is submitted. Between 48 hours after birth until the end of the seventh day following birth, infants and their mothers may be admitted to Corendon Flights based on a written doctor report permitting travel by air.

### UM

Unaccompanied children, ***between 6 and 12 years old*** may be accepted for the flight as UM by UM form. UM accepted pax accompanied to the airport of departure by an adult authorised by the children's parents legal guardians. Only if they can fly with the person who's adult (over 18 years old) then does not count as UM. For instance the pax 09 years old and the person who flies with him 17 years old then the 09 years old pax will be accepted as UM pax. Unaccompanied Minors should be responsibility of their parents until the flight called or the embarkation. A staff member shall accompanying the UM to the aircraft and will personally transfer the responsibility of their care to cabin crew. The escort of UM has to stay at the airport until the aircraft is airborne. Only two (4) UM's may accept to CAI flights. The document has to be done necessarily.

The service fee is 70 EURO pp/one way.

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<b>LIMITED RELEASE TAG</b>	<p>a. When a bag is presented at check-in and falls into one or more the categories listed below. "Limited Release Label" must be used in place of the normal baggage label and signed by Passenger.</p> <p>b. The categories are;</p> <ul style="list-style-type: none"><li>i. Fragile</li><li>ii. Unsuitably packed</li><li>iii. Damaged</li><li>iv. Late check-in</li><li>v. Not permitted as cabin baggage</li><li>vi. Baby buggies</li><li>vii. Golf bags</li><li>viii. Wheelchairs</li></ul>
<b>PETC</b>	<p>A maximum of 4 pets may be transported in the passenger cabin of an aircraft, provided that the weight of the pet incl. cage does not exceed 8 kg. and the box is not larger than 55 X 40 X 25 cm. and is waterproof on the base.</p> <p>If the pets are transported within EU, they have to be at least <b>4 months old</b>. (Rabies vaccination after 12 weeks + 21 days for training in vaccination protection).</p> <p>If the pets are transported to/from non-listed third countries to EU countries, they have to be <b>7 months old</b> at the earliest. (Rabies vaccination after 12 weeks + blood collection 30 days after vaccination + 3 months waiting period).</p> <p><b>Required Documents:</b></p> <ul style="list-style-type: none"><li>Date of microchip placement</li><li>Date and validity period of rabies vaccine</li><li>Echinococcus multilocularis treatment status confirmed within your pet's passport</li><li>Health certificate</li><li>Written declaration that the carriage is for non-commercial reasons</li><li>Passport</li></ul> <p>The "non-listed third countries" includes Turkey, Egypt, Morocco, Gambia etc. The whole list of "non-listed third countries" may be reached via following link: <a href="https://www.bmel.de/DE/Tier/HausUndZootiere/Heimtiere/_Texte/HeimtiereEinreiseregulung.html">https://www.bmel.de/DE/Tier/HausUndZootiere/Heimtiere/_Texte/HeimtiereEinreiseregulung.html</a></p> <p><b>Transportation of the dog species listed below is not allowed:</b></p> <ul style="list-style-type: none"><li>Pitbull Terrier</li><li>American Pitbull</li><li>American Staffordshire Terrier</li><li>Staffordshire Bullterrier</li><li>Bull terrier</li><li>American Bulldog</li><li>Dogo Argentino</li></ul>

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Fila Brasileiro  
Kangal (Karabaş)  
Kafkas Shepherd Dog  
Mastiff  
Mastino Napoleta

This is applicable to thoroughbred dogs, as well as non-true-bred dogs subject to breeding.

Two cats or two dogs of the same origin may be carried in one single container, and will be counted as 1 (one) pet but the fee is calculated as 2 pets.

Only 1 (one) PETC per passenger is allowed. In cases of more than one pet accepted on to the flight, it shall be assured that the pets are seated far enough apart to prevent any kind of interaction. In cases where pet owners prefer to sit next to each other, the cabin chief may allow such seating as long as there is no growling, hissing, barking or any other kind of disquiet indication.

\*Information regarding PETC must be state in the 'SSR Report' to inform the crew.

\* The passenger with pet, is not allowed to sit in emergency exit door and first row

\*Only window seat can be assigned (except first and emergency exits)

\*Minimum PETC separation in cabin 4 rows.

\*Only 1 (one) PETC per row is allowed.

\*Only CAT-DOG can carry as PETC

\*SEDATIVES must be use if necessary

## **Restrictions AVI-in- hold & pet-in cabin at certain German airports**

At some airports in Germany there are restrictions on the transportation of AVI-in-hold and pet-in-cabin. Karlsruhe/Baden-Baden (FKB), Memmingen (FMM), Friedrichshafen (FDH) and Kassel Airport (KSF) prohibit the access of pets, arriving via flights from non-Schengen countries. However, flights departing from above destinations are not subject to restrictions. The reason is that no veterinary clinic is present at the airport. At other German airports no restrictions are in force.

**Detailed information is available on the links below.**

FKB: <https://www.baden-airpark.de/en/passengers-and-visitors/service-at-the-airport/#animal-Transports>

FMM: <https://www.allgaeu-airport.de/home/rund-ums-fliegen/informieren/reiseinformationen/>

FDH: <https://www.zoll.de/DE/Privatpersonen/Reisen/Reisen-nach-Deutschland-aus-einem-nicht-eu-Staat/Einschraenkungen/Tiere-und-Pflanzen/Schutz-Tierseuchen/Regelungen-Heimtiere/regelungen-heimtiere.html>

<https://www.bmel.de/DE/themen/tiere/haus-und-zootiere/heimtiere-einreiseregulung.html>

KSF: <https://www.bmel.de/DE/themen/tiere/haus-und-zootiere/heimtiere-einreiseregulung.html>

**Note: On the inbound/outbound flights from/to UK destinations, the acceptance of Pet in Cabin is also prohibited.**

## **SERVICE/GUIDE ANIMAL**

In general, a service animal is an animal trained to perform duties to help an individual with a disability or medical problem in their day-to-day activities.

Requirements for guide dogs are as follows:

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- **Trained guide dogs:** Seeing Eye or hearing dogs for visually impaired, Deaf, pulling wheelchairs, carrying and picking up things for people with mobility impairments, or, assisting persons with mobility balance impairments.
- **Medical support dogs:** which alert the owner for epilepsy seizures, or similar issues.
- **Emotional support animals:** which assist their handler with a psychiatric disability, such as posttraumatic stress disorder, schizophrenia, depression, anxiety, and bipolar disorder. Only dogs and cats are accepted.
- **Search and rescue dogs:** only at emergency situations, and with special permission (normally considered as AVIH)

Other animals such as companion dogs are not considered as service animals.

1. The booking of the service animal has to be coordinated by the responsible Tour Operator or directly by the customer with Corendon Service Center department.
2. Passengers are allowed to transport their service animal, either in the cabin - even if the animal weighs more than 8 kg - or in the hold (AVIH).
3. Unless advised otherwise by Corendon Ground Operations, a maximum of 4 service animals can be accepted on a Corendon Airlines flight.
4. Service animals will be counted as a Pet in Cabin, and can be accepted in the limit of maximum number of Pet in Cabin.
5. The animals, which are categorized as dangerous at Pet in Cabin/Avi in Hold chapters, will not be accepted as service animal.
6. Guide dogs and medical dogs are permitted in the cabin without a muzzle, however the owner should bring a muzzle and use it in case dog starts to get restless during the flight.
7. Emotional support dogs and search and rescue dogs must use a muzzle during flight. The muzzle will be checked during check-in.
8. All service dogs must be on a leash at all times.
9. A psychiatrist report will be required indicating the psychological need for emotional support animal. A medical report of the passenger will be required for accepting medical support dogs. The copy of the reports will be handed over to the cabin crew.
10. The passengers with service animals are preferred to be seated window side of the cabin, provided that it is not an Emergency Exit row. The seating positions of the service dogs and the PETC's should be arranged with reasonable distance, in case there is a possibility of disturbance.
11. The carriage of the service animal is free-of-charge.
  - The passenger is required to securely hold the dog's harness / leash for take-off, landing and during turbulence.
  - Trained Service Animals are not permitted on the seats or in emergency exit rows nor will the Trained Service Animal be provided food, water or inflight amenities made for guests (e.g. pillow, blanket, food, water, etc).
  - On a destination of 8 or more hours long, Corendon Airlines requires a passenger using a Trained Service Animal to provide documentation that the animal will not need to relieve itself on the flight or that the animal can relieve itself in a way that does not create a health or sanitation issue on the flight.
  - Corendon Airlines will not be liable for injury or to loss, delays, sickness or death of such animals or in the event that it is refused entry into or passage through any country, state or territory.

# Quick Reference



\*For Handling Suppliers

**AVIH**  
**(AVIH**  
**transportation**  
**will be available**  
**as of 03 JAN**  
**2023 at CAI/CXI**  
**aircrafts.)**

There can be transported just 4 AVIH s at each flight. Also in this situation a cage and a passport of the animal with all necessary vaccinations and health information will be required.

If the pets are transported within EU, they have to be at least **4 months old**.

(Rabies vaccination after 12 weeks + 21 days for training in vaccination protection).

If the pets are transported to/from non-listed third countries to EU countries, they have to be **7 months old** at the earliest.

(Rabies vaccination after 12 weeks + blood collection 30 days after vaccination + 3 months waiting period).

## **Required Documents:**

Date of microchip placement

Date and validity period of rabies vaccine

Echinococcus multilocularis treatment status confirmed within your pet's passport

Health certificate

Written declaration that the carriage is for non-commercial reasons

Passport

The "non-listed third countries" includes Turkey, Egypt, Morocco, Gambia etc.

The whole list of "non-listed third countries" may be reached via following link:

[https://www.bmel.de/DE/Tier/HausUndZootiere/Heimtiere/\\_Texte/HeimtiereEinreiseregulung.html](https://www.bmel.de/DE/Tier/HausUndZootiere/Heimtiere/_Texte/HeimtiereEinreiseregulung.html)

\*Boeing 737/800 loading of the live animal has to done HOLD1(FWD) or HOLD4(AFT)

## **Transportation of the dog species listed below is not allowed:**

Pitbull Terrier

American Pitbull

American Staffordshire Terrier

Staffordshire Bullterrier

Bull terrier

American Bulldog

Dogo Argentino

Fila Brasileiro

Kangal (Karabaş)

Kafkas Shepherd Dog

Mastiff

Mastino Napoleta

This is applicable to thoroughbred dogs, as well as non-true-bred dogs subject to breeding.

**\*Only CAT-DOG can carry as AVIH**

**\*SEDATIVES must be use if necessary.**

**Restrictions AVI-in- hold & pet-in cabin at certain German airports**

# Quick Reference



\*For Handling Suppliers

At some airports in Germany there are restrictions on the transportation of AVI-in-hold and pet-in-cabin. Karlsruhe/Baden-Baden FKB, Memmingen (FMM), Friedrichshafen (FDH) and Kassel Airport (KSF) prohibit the access of pets, arriving via flights from non-Schengen countries. However, flights departing above destinations are not subject to restrictions. The reason is that no veterinary clinic is present at the airport. At other German airports no restrictions are in force.

**Detailed information is available on the links below.**

FKB: <https://www.baden-airpark.de/en/passengers-and-visitors/service-at-the-airport/#animal-Transports>

FMM: <https://www.allgaeu-airport.de/home/rund-ums-fliegen/informieren/reiseinformationen/>

FDH: <https://www.zoll.de/DE/Privatpersonen/Reisen/Reisen-nach-Deutschland-aus-einem-nicht-eu-Staat/Einschraenkungen/Tiere-und-Pflanzen/Schutz-Tierseuchen/Regelungen-Heimtiere/regelungen-heimtiere.html>

<https://www.bmel.de/DE/themen/tiere/haus-und-zootiere/heimtiere-einreiseregulung.html>

KSF: <https://www.bmel.de/DE/themen/tiere/haus-und-zootiere/heimtiere-einreiseregulung.html>

**Note: On the inbound/outbound flights from/to UK destinations, the acceptance of Animal in Hold is also prohibited.**

## EMERGENCY EXIT RULES

**737-800** : 16. and 17. Rows

Emergency exit rows must not be allocated to:

- i. Person with reduced mobility, with an intellectual deviancy, high age, illness or any other cause of disability
- ii. Physical or mentally handicapped passenger unable to move quickly if asked to
- iii. Person with eye-or-ear defect up to the extend that they might not readily become aware of instructions given to begin an emergency evocation
- iv. Pregnant women
- v. Unaccompanied minors
- vi. Passengers traveling with infants and/or children under the age of sixteen years
- vii. Overweighted pap/pax whose physical size would prevent them from being able to move quickly/
- viii. Person in custody and deportees/INAD
- ix. Persons with guide dogs or pets
- x. Passengers under 16 years old
- xi. Passengers whose physical dimensions prevent movement quickly
- xii. Passengers benefiting from the Meet & Assist service (MAAS)
- xiv. Sick or injured passengers

## MORE LEG SPACE

**737-800** : 1ABC 2DEF & ROW16 & ROW17

**These seats are free of charge only if:**

- Ø Flight is fully booked and you checked in over 150 passengers;
- Ø Permission has been given by either Corendon Airlines Ground Operations for specific passengers.

**GOLD CARD:** Upon availability Corendon Airlines offers you free of charge Seats with extra legroom (maximum 2 seats)



# Quick Reference



## \*For Handling Suppliers

	<p>The passenger has 10 kilos extra luggage allowance</p> <p><b>SILVER CARD:</b> Upon availability the passenger can obtain from Corendon Airlines Seats with extra legroom for just 5, - euro per person</p> <p><b>BRONZE CARD:</b> Upon availability you can obtain from Corendon Airlines Seats with extra legroom for just 10, - euro per person</p> <p><b>** This application is valid for the flights to/from NETHERLANDS and BELGIUM with the tour operator code CHL and CBE.</b></p>
<b>INAD &amp; DEPU</b>	<p>Corendon Groundoperation have to be informed and necessary documents have to be sent to <a href="mailto:groundoperations@corendon-airlines.com">groundoperations@corendon-airlines.com</a> / <a href="mailto:guvenlikD@corendon-airlines.com">guvenlikD@corendon-airlines.com</a></p> <p><b>As already stated in Security Program Chapter 4.4 Potentially Threatening Passenger</b>, after acceptance of the Potentially Threatening Passengers to the flight, Handling Agent must inform to PIC and Cabin Chief prior to passenger embarkation via Potential Threatening Passenger Information Form.</p> <p><b>In which situations is this form used?</b></p> <p>Potentially Threatening passengers are divided into 3 groups;</p> <ul style="list-style-type: none"><li>☐ INAD – person not allowed to enter a country,</li><li>☐ DEPORTEE – person ordered to leave a country,</li><li>☐ Persons who have been subjected to legal proceedings.</li></ul> <p>The form is already uploaded in Corendon Airlines Web Library.</p>
<b>SUSPICIOUS DOCUMENTS</b>	<p>While check-in and boarding if passenger seems suspicious, check documents of passenger more carefully and scan the document of passenger and send document to <a href="mailto:groundoperations@corendon-airlines.com">groundoperations@corendon-airlines.com</a> immediately. Please wait for the approval of Corendon Airlines Ground Operations Department.</p>
<b>*BOARDING</b>	
<b>MISSING PASSENGER</b>	<p>*If any missing passengers occurred -15minutes before STD/ETD, commence offloading procedures and follow below instructions:</p> <ul style="list-style-type: none"><li>*If missing passenger(s) has baggage(s) in cargo start to search their baggage(s) in coordination with loading team. And inform flight crew about their status, request headcount from cabin chief.</li><li>*If missing passenger(s) apply for the gate -5minutes before STD/ETD, cancel baggage search.</li><li>*If missing passenger(s) apply for the gate after -5minutes before STD/ETD, offload them and inform flight/cabin crew.</li><li>*If missing passengers have no baggage in cargo, wait them until -10minutes before STD/ETD, if not report offload them and inform flight/cabin crew.</li></ul>
<b>DOCUMENTS</b>	<p>Below documents have to be delivered to PIC and Cabin Chief for all CAI&amp;CXI Flights:</p> <p>Load sheet / Crew Information Sheet (CIS) / SSR Report After checkin (PIL) / Passenger manifest / Arrival-Departure Checking and Searching Form / General Declaration / NOTOC (When necessary) / UM Form (If having an UM pap) /</p> <p>Airway Bill (If there are cargo) / Co-mail Form (If there is/are Co-Mail) / INAD-DEPO Form (with their travel documents)</p>

# Quick Reference



\*For Handling Suppliers

	/ Health report (when necessary).
<b>SSR NOTIFICATION BEFORE CHECK-IN (PAL)</b>	All SSR information are shared as PAL messages automatically via the address AYITXC at least 24 hours before the departure time by Ground operations reservation system.
<b>SSR REPORT AFTER CHECK-IN (PIL)</b>	<p>SSR (Special Services Request) Form (PIL) is mandatory for each flight and shall always be issued by the boarding station manually or electronically via DCS, informing the crew of all boarding passengers who may require special attention/treatment on board. Such as the following:</p> <p>The name and seat number of the following passengers shall be shown in the SSR Report.</p> <ul style="list-style-type: none"><li>i. Deportees (DEPO)</li><li>ii. Unaccompanied minors (UM)</li><li>iii. Blind passengers (BLND)</li><li>iv. Deaf passengers (DEAF)</li><li>v. Deaf and Mute passengers (DEAF/MUTE)</li><li>vi. Passengers to be carried on stretcher (STRC/BED)</li><li>vii. Disabled passengers (WCHR/WCHS/WCHC)</li><li>viii. Passengers requiring a special meals DBML,KSML, NSML, VGML, SFML, SPML</li><li>ix. Passengers with pets (PETC/AVIH)</li><li>x. Passengers who bought MORE LEG SPACE SEATS</li></ul> <p>c. In case of delay, information on action performed shall also be stated on the SSR Report</p>
<b>ROW BY ROW</b>	<p>Process should apply to all CAI&amp;CXI flights.</p> <p>Preferred boarding sequence: Passengers who need more time to board or who need assistance when boarding must be pre-boarded whenever this is practicable. These passengers include wheelchair passengers and elderly passengers but also families with small children. When boarding through one door (forward entry door) using an air-bridge or a single set of stairs, handling company should first call passengers seated between row 16 and the last row, then passenger seated between row 10 and the last row and then all other passengers. When using two sets of stairs (forward entry and after entry door) direct passengers seated in row 1-16 to the front steps and all other passengers to the after entry door.</p> <p><b>Exemption:</b> If any passenger purchases the “Priority Boarding” service, she/he will be taken as priority for the boarding. After all Priority Passengers are boarded then the Row by Row process will be applied.</p>
<b>DELAY</b>	<p>Corendon Ground Operation have to be informed with all details about delay. Delay time has to be shown on timetable. After flight Handling Irregularity Form has to be fill and sent to <a href="mailto:groundoperations@corendon-airlines.com">groundoperations@corendon-airlines.com</a></p> <p>The updated Delay Letters have already been uploaded into our web library <a href="https://handling.corendonairlines.com/">https://handling.corendonairlines.com/</a></p> <p>After any delay services are performed, please fill the <b>Delay Irregularity Form</b> which is also uploaded into our web library.</p>
<b>DELAY SERVICES</b>	Please contact with <a href="mailto:groundoperations@corendon-airlines.com">groundoperations@corendon-airlines.com</a> for <u>refreshment services (vouchers etc.)</u> and <u>passenger information</u> in case of delay expectation,

# Quick Reference



\*For Handling Suppliers

## \*OPERATIONAL

### CORENDON AIRLINES SITA MESSAGES ADRESSES TABLE

\*ALL E-MANIFEST PUBLISHED BY (ALTEA, IPORT, RESA etc.) SHOULD SEND BELOW TPM ADRESSES ALSO!!!

<b>MVT</b>	AYTOP7H	AYTDC7H	AYTUSXH – AYTKQXH
<b>LDM</b>	AYTOP7H	AYTDC7H	AYTUSXH – AYTKQXH
<b>PSM</b>	AYTOP7H	---	AYTKPXH
<b>PFS</b>	AYTOP7H	---	---
<b>Manifest/ TPM/PRL</b>	AYTOP7H	<a href="mailto:manifest@corendon-airlines.com">manifest@corendon-airlines.com</a>	--
<b>SOM</b>	AYTOP7H	---	AYTKPXH
<b>Lost and Found</b>	AYTLLXC	<a href="mailto:AYTLL@corendon-airlines.com">AYTLL@corendon-airlines.com</a>	AYTLLXH
<b>PNL Originator</b>	AYTITXC	---	---
<b>PAL Originator</b>	AYTITXC	---	---

If the flight is operated to the destinations excluding AYT, kindly please request the related destinations SITA addresses from [groundoperaitons@corendon-airlines.com](mailto:groundoperaitons@corendon-airlines.com)

### PASSENGER WEIGHTS

Flights	Passenger	Weight	Note
All Flights except holiday charters	MALE / FEMALE	Male: 88 KG Female: 70 KG	Use these values for all flights unless otherwise stated by the commander or ground operations department before flight.
All Flights except holiday charters	ADULT	84 KG	Do not use these values unless otherwise stated by the commander or ground operations department before flight.
Holiday charters	ADULT	76 KG	Do not use these values unless otherwise stated by the commander or ground operations department before flight.
ALL FLIGHTS	CHILDREN	35 kg	Always use this value
ALL FLIGHTS	INFANT	10 kg	Always use this value
*Non-Standard Groups	-	-	-

# Quick Reference



\*For Handling Suppliers

<b>LAST MINUTE CHANGE</b>	<p>a. Action is taken by the ramp agent.</p> <p>b. After all last minute changes, Load and Trim sheets have been handed over to the pilot-in Command before 10 min of off-block time.</p> <p>c. Passenger and baggage weights shall be calculated as 90 kg per passenger.</p> <p>d. If passenger number exceeds 5 and load exceeds 500 Kgs, another Load &amp; Trim Sheet must be prepared.</p> <p>e. Before transmitting this message, the ramp agent enters the last minute changes in the LMC column of this Load &amp; Sheet copy. He shall ensure that,</p> <p>i. The total weight of "Last Minute" unload does not exceed the weight shown under "UNDERLOAD"</p> <p>ii. The center of gravity remains within limits</p> <p>iii. The load limitation of the compartment/ position as well as the maximum combined cumulative and/or lateral unsymmetrical loads are not exceeded,</p> <p>iv. In case of takeoff fuel changes (TOW adjustment) the basis for the weight under a, b, c will not be changed.</p> <p>v. During any phase of operation the loading, the load and center of gravity complies with limitations specified in the GOM</p>
<b>DGR</b>	<p>Please see CAI GOM Chapter 8 for the detailed information.</p> <p>As of 08<sup>th</sup> May, the DG transportation is approved on CXI aircrafts as well.</p>
<b>PASSENGER MANIFEST</b>	<p>Passenger manifests became a mandatory item to keep as digital in our database ordered by Directorate Civil Aviation Authority Turkey</p> <p>Because of this obligation,</p> <p>*Please hand over minimum 2 hard copies of Passenger Manifests to cabin chief prior door close</p> <p>*Please send full manifest (including SEQ NR, BAG and SEAT details) to <a href="mailto:manifest@corendonairlines.com">manifest@corendonairlines.com</a></p> <p>*Please make sure that PRL/PFS formats are being sent to <a href="mailto:AYTOP7H@adns.aero">AYTOP7H@adns.aero</a> after each departure of XC_XR flights.</p>
<b>PASSENGER IRREGULARITY FORM</b>	<p>Please fill the mentioned form in case any irregularity stated below is occurred and send back to <a href="mailto:groundoperations@corendon-airlines.com">groundoperations@corendon-airlines.com</a></p> <ul style="list-style-type: none"><li>- Passenger requested to disembark voluntarily</li><li>- Passenger disembarked / offloaded due to;</li><li>- Passenger moved to other flight voluntarily (overbook, route change etc.)</li><li>- Passengers' reserved seat changed at check-in/boarding/on board due to;</li><li>- Passenger has a potential threat to flight safety and security or unfit to fly</li><li>- Passenger is not in possession of valid travel documents</li><li>- Passenger arrived at check-in/boarding after closure time</li><li>- Passenger is not accepted for the flight due to not comply with the current COVID-19 requirements.</li></ul> <p>The <b>Passenger Irregularity Form</b> is also uploaded into our web library.</p>

# Quick Reference



## \*For Handling Suppliers

### LOADING PROCEDURES

Please make sure that the relevant staff is aware of the importance of the safety issues between offload and onload.

Please observe the maximum loading limits (5 cm leave blank) and check for additional information in Corendon Airlines GOM 3.12.

Before compartment door is closed, please also check the fitting conditions of the nets and latches them properly to prevent Cargo/Baggage from shifting during flight, damaging and blocking the compartment door

### AIRCRAFT ACCIDENT PROCEDURE

When an aircraft accident or other threat to Corendon Airlines personnel, customers or property are occurred, below contact details are to be called:

#### Operation Control Center (OCC)

**Tel:** +90 242 330 32 90

**Mobile:** +90 549 412 00 78

**Fax:** +90 242 330 35 22

**E-mail:** [occ@corendon-airlines.com](mailto:occ@corendon-airlines.com)

### \*WETLEASE AIRCRAFT INFORMATION

Table -1

<b>BH Airlines</b>
<b>LZ-DBT</b>
<b>(A320 - 180Y)</b>
<ul style="list-style-type: none"><li>• No oxygen supply</li></ul>
<ul style="list-style-type: none"><li>• 2 petc (8 kg) / No avih!</li></ul>
<ul style="list-style-type: none"><li>• Emergency exit seats 12ROW-13ROW / more leg space seats: 1ABCDEF</li></ul>
<ul style="list-style-type: none"><li>• Emergency exit age limit is 18 years old.</li></ul>
<ul style="list-style-type: none"><li>• Max 16 PRM passengers.</li></ul>
<ul style="list-style-type: none"><li>• Max 8 UM ( 5-12 years)</li></ul>
<ul style="list-style-type: none"><li>• Max handlugage dim. 55 x 35 x 25 cm</li></ul>
<ul style="list-style-type: none"><li>• Max acceptance 28 infant</li></ul>
<ul style="list-style-type: none"><li>• Does not carry any Deportee</li></ul>
<ul style="list-style-type: none"><li>• When travelling between 28-36 (inclusive) weeks a medical certificate confirming that the customer is fit to fly is required</li></ul>
<ul style="list-style-type: none"><li>• Weight and Balance will be performed by the cockpit crew</li></ul>
<ul style="list-style-type: none"><li>• Please send the MVT messages to SOFBHXH</li></ul>