



# Jobcard - PAX



V1R0

Issued by

## General

Alliance	None		
Flights	FRA - ADB	XC3568	XC3506
	FRA - AYT	XC3144	XC5282 XC1294
A/C Type	A320-200 A321-200 A330-300 B737-800/MAX 8		
Ticketing	0090 549 412 0036		
Manuals	XC Online Library Access		
GOM	Station Manager & Supervisors with access		

### Reference

### Check In

Online Check-in Opening	GOM rv33	36 hours before STD until up to 5 hours before departure.			
Counter Allocation		1 Bag Drop			
		2 ECO			
Priority		-			
Check In Opening Time	GOM rv33	STD -150 (2hr30m)			
Check In Closing Time	GOM rv33	STD -60 (1hr)			
Cabins	Website	Economy			
Frequent Traveller	QR guide	<b>Corendon membership</b> <ul style="list-style-type: none"><li>Corendon Gold Members are allowed to take up to 10kg extra hold baggage per person free of charge, under the restriction that they have already purchased a minimum of 20kg hold baggage per person. Gold Members can identify themselves with a Corendon Gold Membership card.</li><li>Excess baggage rates apply for Silver and Bronze members.</li><li>Excess baggage rates apply to Gold Members who exceed the free 10kg extra hold baggage. The standard excess baggage rates apply for all baggage 11kg and above.</li></ul>			
Booking Tarifs	Website	ECO, FLEX, PREMIUM, PROMO			
ECO	QR guide	<ul style="list-style-type: none"><li>1 carry-on bag (max. 40 x 30 x 15 cm) to be placed under your seat</li><li>1 piece of hand luggage up to 8kg (max. 55 x 40 x 25 cm)</li><li>Online check-in</li></ul>			
FLEX		<ul style="list-style-type: none"><li>1 carry-on bag (max. 40 x 30 x 15 cm) to be placed under your seat</li><li>1 piece of hand luggage up to 8kg (max. 55 x 40 x 25 cm)</li><li>1 piece of check-in baggage up to 23kg</li><li>Airport + Online check-in</li><li>Standard seat selection</li></ul>			
PREMIUM		<ul style="list-style-type: none"><li>1 carry-on bag (max. 40 x 30 x 15 cm) to be placed under your seat</li><li>1 piece of hand luggage up to 8kg (max. 55 x 40 x 25 cm)</li><li>1 piece of check-in baggage up to 32kg</li><li>Airport + Online check-in</li><li>Premium seat selection (Any seat except an Exit, Comfort or First Row)</li><li>In-flight meal/snacks</li></ul>			
PROMO		<ul style="list-style-type: none"><li>1 carry-on bag (max. 40 x 30 x 15 cm) to be placed under your seat</li><li>Online check-in</li></ul>			
Connecting Flights		No connection flights			
Airport Check-in Fee	Website	10 €			
Seat Change Fee	QR guide	Emergency Exit	First Row 1 ABC/2 DEF	Second Seats 2 ABC/3.4.5 Row	Remaining Seats
		DCS calculates the prices			

## Documentation

German citizens may travel to Turkey with passport or ID card. German residence cards must be used in conjunction with a passport. All other nationalities, please check TIMATIC.

Reference		Baggage
Carry-On	QR guide	<p><u>1 piece of hand luggage up to 8kg (max. 55 x 40 x 25 cm)</u></p> <p>* If not included in tariff = <b>25€</b> fee at airport</p> <p>* 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.</p> <p>* Passenger should pay 75€ penalty fee if he/she hide his/her additional cabin bag and/or oversize cabin bag during boarding gate.</p> <p>+ 1 "under the seat" item = max. 40 x 30 x 15 cm (handbag, laptop bag, briefcase etc)</p>
Hold Baggage	QR guide	<ul style="list-style-type: none"> <li>Standard Baggage Allowance: See booking Tarifs</li> <li>Infants under 2 years are entitled to a free baggage allowance up to 10 kg</li> <li>Check-in the bags heavier than 23kgs must be attached with the heavy sticker and ramp agent has to careful by loading and unloading.</li> <li>A bag can not exceed 32kgs according to IATA regulations.</li> </ul>
LRT - Limited Release	QR guide	<p>When a bag is presented at check-in and falls into one or more the categories listed below.</p> <p>"Limited Release Label" must be used in place of the normal baggage label and signed by Passenger.</p> <p>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>
XBAG (Excess baggage)	QR guide	<ul style="list-style-type: none"> <li>The excess fee is 10 euro/per kg.</li> <li>The + 20KG excess baggage package: that is sold at the airport check-in desk and the fee is 65 euros. It can be used once for each passenger.</li> </ul>

Special Equipment Charges	QR guide	Airport Fees		
		Effective date - 01.02.22		
		EQUIPMENT TYPE	Price	Piece / Per KG
		DIVING EQUIPMENT	€ 45	Piece
		INFLATABLE BOAT	€ 45	Piece
		KITESURFING	€ 50	Piece
		BODY BOARD	€ 45	Piece
		SKI EQUIPMENT	€ 45	Piece
		SURFBOARD - WATER SKI	€ 50	Piece
		HANGGLIDER EQUIPMENT (up to 30 KG)	€ 50	Piece
		HANGGLIDER EQUIPMENT (more than 30 KG)	€ 10	Per KG
		CANOE	€ 50	Piece
		PARAGLIDING EQUIPMENT	€ 50	Piece
		FISHING EQUIPMENT	€ 30	Piece
		BICYCLE (without battery)	€ 45	Piece
		SCOOTMOBILE	€ 100	Piece
		FIREARMS AND AMMUNITION (exclusively for sporting purposes)	€ 50	Piece
GOLF BAGGAGE (up to 23 KG)	€ 30	Piece		
GOLF BAGGAGE (more than 23 KG)	€ 10	Per KG		
Note1: Excess Baggage Fee (€ 10 per Kg) should be charged for carrying above the max limits.				
Note2: There is no change in "Max Number" and "Max Kg" rules.				
PET CARRIAGE		Price		
PET IN CABIN		€ 50		
PET IN CARGO COMPARTMENT		€ 75		

Specials		
SVAN (Service Animal in cabin)	QR guide	<p>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:</p> <p><b>Trained guide dogs:</b> 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.</p> <p><b>Medical support dogs:</b> which alert the owner for epilepsy seizures, or similar issues.</p> <p><b>Emotional support animals:</b> 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.</p> <p><b>Search and rescue dogs:</b> only at emergency situations, and with special permission (normally considered as AVIH)</p> <p>For specifics on carriage of Service/Guide animals, please see Corendon GOM or QR guide</p>

PETC (Pet in cabin)		<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. Transportation fees of 50,- € for each flight which has to be paid to the Ground Operations Department or sub-contracted handling agency.</p> <p>*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).</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>*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.</p> <p>*Information regarding PETC must be state in the 'SSR Report' to inform the crew.</p> <p>* The passenger with pet, is not allowed to sit in emergency exit door and first row</p> <p>* Only window seat can be assigned (except first and emergency exits)</p> <p>* Minimum PETC separation in cabin 4 rows. *Only 1 (one) PETC per row is allowed.</p> <p>*Only CAT-DOG can carry as PETC</p> <p>*SEDATIVES must be use if necessary</p>
AVIH (Animal in Hold)	QR guide	<p>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 besides transport fees of 75,- € for each flight which has to be paid to the Ground Operations Department or sub-contracted handling agency.</p> <p>*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).</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>

PRM (Passenger with Reduced Mobility)	QR guide	<p>BLND/DEAF/DPNA depending on number of Able Bodied Persons on board, PSM should send to AYT0P7H and related destination SITA addresses after flight. You may request the related destination SITA addresses from <a href="mailto:groundoperations@corendon-airlines.com">groundoperations@corendon-airlines.com</a></p> <p>For all Airports following instructions are applicable on all Corendon flights:</p> <ul style="list-style-type: none"> <li>• Whenever possible, PRMs should pre-board the aero plane;</li> <li>• PRM's shall not be seated on emergency exit rows;</li> <li>• 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;</li> <li>• Wheelchair must be delivered to the check-in counter and will be stowed as hold luggage;</li> <li>• Scoot mobile - There is only room for one scooter on every flight;</li> <li>• Scoot mobile can only be loaded upright if it is no higher than 86 cm;</li> <li>• Ensure to assigned the most suitable seat possible</li> <li>• PRM passengers should ONLY be seated in seats A and F.</li> </ul>
WCH* (Wheelchair)	IATA SSR Code table	<p>WCHR: Requires wheelchair for distance to and from A/C only</p> <p>WCHS: Cannot ascend/descend stairs/steps but no assistance in A/C cabin necessary</p> <p>WCHC: Passenger totally immobile and need full assistance up to A/C seat</p>
WCMP (Wheelchair - Manual Power)		A manually powered wheelchair, passenger-owned
BLND, DEAF, DPNA		Passenger who is blind, deaf or and/or disabled passenger with intellectual or developmental disability needing assistanceand

EMA (Electric Mobility Aid) Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain!	QR guide	<p><b>WCBD: Dry cell battery</b> 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> <p><b>WCLB: Lithium ion battery</b> 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;</p> <ul style="list-style-type: none"> <li>• A passenger may carry a maximum of one spare battery not exceeding 300 Wh</li> <li>• A passenger may carry a maximum of two spares each not exceeding 160 Wh.</li> <li>• 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.</li> </ul> <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> <p><b>WCBW: Wet cell battery</b> Wheelchairs with spillable batteries; Most battery-driven wheelchairs are powered by spilloable 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>
WEAP (Weapon)	QR guide	<p>Firearms (FRMS) and ammunition (AMMO) Firearms unloaded, dismantled and packed into special closed containers Ammunition packed seperately in appropriate metal, wood or fibre container provided with safety locks - not exceeding 5 kg, can also be carried as part of the checked baggage. Passenger to fill up <b>"Corendon Airlines Weapon Delivery Form"</b> Firearm to be labelled with corresponding tag BuPOL to be called for assistance at check-in, checking relevant documents</p>
Sport Equipment		See Special Equipment Charges
Instruments	QR guide	Musical Instruments is an extra service and not included in free baggage allowance. See EXST (Extra seat)
EXST (Extra seat)	QR guide	Extra/double seat is available for purchase for PAP comfort (mostly purchased for oversized passenger, instruments, wedding dresses etc)
CBBG (Cabin baggage)		See EXST (Extra seat)

INFT (Infant)	QR guide	<p>&lt; 2 yrs old</p> <p>*The maximum numbers of infants will be reduced by the number of unaccompanied minors or wheel-chair passengers.</p> <p>*Infants are not allowed to carry cabin baggage.</p> <p>*Infants are not entitled to an own seat in the cabin, but they get an own boarding pass (infant boarding pass)</p> <p>* 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.</p> <p>*Infants should ONLY be seated in seats A or F.</p> <p>*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.</p> <p>* 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.</p>
CHLD (Child)		2-11 yrs old
YPNR (Young Traveller)	QR guide	Young passengers (12 -17 years or older) can transport by their selves without any accompany.
UMNR (Unaccompanied Minor)	QR guide	<p>Unaccompanied children, <b>between 6 and 12 years old</b> may be accepted for the flight as UM with an <b>UM form</b>.</p> <p>UM accepted pax accompanied to the airport of departure by an adult authorised by the children's parents legal guardians. If the child is flying with an adult (over 18 years old) then they are no longer counted as an 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.</p> <p>* Unaccompanied Minors should be responsibility of their parents until the flight called or the embarkation. A staff member shall then accompanying the UM to the aircraft and will personally transfer the responsibility of their care to cabin crew. <b>The escort of UM has to stay at the airport until the aircraft is airborne.</b></p> <p>* UM's can not be accepted without the UM document being completed.</p> <p>* The fee for one UM is <b>25 EURO</b></p>
INAD (Inadmissible Passenger), DEPU(Unescorted Deportee), DEPA (Accompanied Deportee)	QR guide	<p>Inform supervisor if INAD/DEPU/DEPA passenger or police requesting boarding pass should come to the check in.</p> <p>*DEPU/DEPA should be seated in the last row window seat.</p> <p>*Corendon Groundoperation have to be informed and necessary documents have to be sent to groundoperations@corendon-airlines.com / guvenlikD@corendon-airlines.com</p>
Pregnancy	GHM 5.10.3	<p>Pregnant passengers will be accepted <b>up to 36th week of pregnancy with 'Indemnity form'</b>, there is no need to doctor's report.</p> <p>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 should be completed after 24th week of pregnancy.</b></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>
Staff Travel		JMP seat can be assigned to airline staff after captain/airline approval

### Gate

Gate Set-Up (Tensator & Baggage Gauge)		N/A										
Preparation		DGR sign Cabin baggage check Ineligible to board list check Flight Report										
Crew List		PAX Manifest PW Summary - if it is not a TC registration										
Gate Opening Time	QR guide	STD-60 (1 hr)										
Boarding Start	GOM rv33	Min -40 minutes before STD/ETD for remote parking stands. Min -35 minutes before STD/ETD for bridge parking stands.										
Boarding Procedure	GOM rv33	<b>Preferred boarding sequence (ROW by ROW)</b> <ul style="list-style-type: none"><li>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 their children and infants.</li><li>When boarding through one door (forward entry door) using an air-bridge or a single set of stairs, the handling company should first call passengers seated at last row (depend on the A/C type) between row 16, then passenger seated at last row between row 10 and then all other passengers.</li><li>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.</li></ul>										
Gate Closing Time	QR guide	STD-15 <ul style="list-style-type: none"><li>If any missing passengers occurred -15minutes before STD/ETD, commence offloading procedures and follow below instructions:</li><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>										
Delay	GOM rv33	<p>In case of denied boarding, flight cancellation or a delay of more than 2 hours, each passenger shall be provided with a written notice setting out the rules for compensation and assistance. This notice has to be given to the passenger after a delay of 2 hours and shall include the contacts of Corendon Customer Care department.</p> <p>In case of a delay, the action to be taken shall be as follows upon confirmation by Ground Operations Department who is expected to contact the representative of the relevant tour operator. The following procedures shall be applied on flights departing from an EU country:</p> <table><tr><th>Duration for the delay</th><th>Type of service to each passenger</th></tr><tr><td>Between 2 and 3 hours</td><td>Snack or meal &amp; refreshment voucher with a maximum of € 4,95</td></tr><tr><td>Between 3 and 5 hours</td><td>Meal &amp; refreshment voucher with a maximum of € 14,95</td></tr><tr><td>More than 5 hours and if departure is at least the day after the time of departure previously announced</td><td>If the duration of the delay makes hotel accommodation necessary, corresponding information will be given by the OCC. This will be done in full co-ordination with the tour operator's headquarters and/or its local representative.</td></tr><tr><td>Denied boarding, over sale, flight cancellation</td><td>The representative of the tour operator should be contacted to transport the passenger to the destination. For each case, instructions from Ground Operations Department shall be followed.</td></tr></table>	Duration for the delay	Type of service to each passenger	Between 2 and 3 hours	Snack or meal & refreshment voucher with a maximum of € 4,95	Between 3 and 5 hours	Meal & refreshment voucher with a maximum of € 14,95	More than 5 hours and if departure is at least the day after the time of departure previously announced	If the duration of the delay makes hotel accommodation necessary, corresponding information will be given by the OCC. This will be done in full co-ordination with the tour operator's headquarters and/or its local representative.	Denied boarding, over sale, flight cancellation	The representative of the tour operator should be contacted to transport the passenger to the destination. For each case, instructions from Ground Operations Department shall be followed.
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