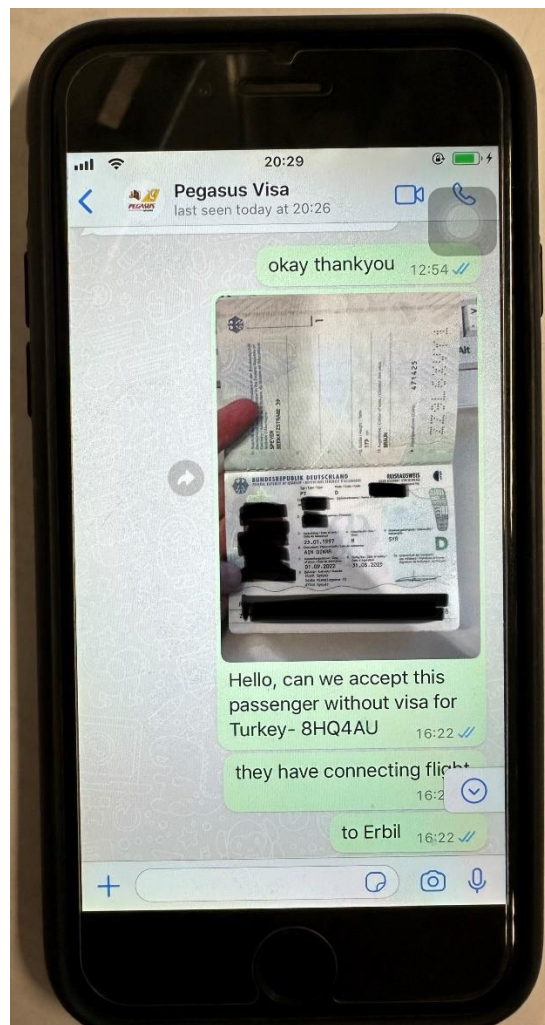


### Topic: 1. Pegasus Immigration & DGR Support Contact Details 2. Cash Handling at Check-in Desks

Dear All

1. Please note, it is very important that travel documents are checked thoroughly for both transfer and final destinations on all PC flights. When it comes to refugee travel documents (e.g. blue German passport) we should be even more vigilant when accepting them for any destination.

For this reason, there is always at least one phone available at the check-in with which it is possible to write Pegasus Visa Support team via WhatsApp and ask whether a certain document can be accepted for the specific flight. This can be also done with PAX1, PAX2, and PAX3 phones. When texting them, please include the pictures of the document, PNR number and route. Please see examples below:



Also, there is a support contact via WhatsApp when it comes to accepting any dangerous goods on the flight – PC Guest Control. Whenever there is a question about accepting any kind of dangerous goods, we can contact them for advice. However, before doing so, please try to gather as much information about the item as possible, e.g. battery type, battery capacity – Ah, Wh, etc. Always inform supervisor about the acceptance of the dangerous goods. Example below:



2. Please be very careful with handling cash at the check-in. Always have cash boxes on your desk and as soon as you record the payment on the sales sheet, save the cash in the box, do not leave it visible and accessible on the desk. If you are handing over cash to one of your colleagues, please let them know how much money you have collected, what was the reason for the payment and if everything has been recorded on the sales sheet.

Thank you!