



V1R2_08.06.2023

Issued by Norbert Rakoczi

General

Alliance	Not part of any major alliances BOLBOL fqtv programme	
Flights	SAW	ESB
	AYT	
A/C Type	B737, A320, A321	
Ticketing	Pegasus Call Center in Germany	
Manuals	PC Online DocLib	
GOM	Station Manager & Supervisors with access	

Pegasus Contacts

Passport Visa Team 24/7	+90 530 108 21 71 pegasusvisa@flypgs.com
OCC Duty Chief (Security Department)	+90 216 560 7264 +90 531 080 5650
GCC Guest Control Center (Duty Officer)	+90 216 560 7221 +90 533 716 13 08 guestcontrol@flypgs.com

Case Type	Form No	Form Name	E-mail to send
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	
Escorted Persons in Lawful Custody	PG-GU-FR-011	POTENTIALLY DISRUPTIVE PASSENGER INFORMATION FORM	Security@flypgs.com; Guestcontrol@flypgs.com
Unruly Passenger, on Aircraft, on Check-in, Boarding in any status	PG-GU-FR-009	PASSENGER IRREGULARITY REPORT FORM	
Bomb warnings	PG-GU-FR-007	BOMB WARNING REPORT FORM	Security@flypgs.com; Guestcontrol@flypgs.com; OCCDUTYCHIEF@flypgs.com

Check In

Online Check-in Opening	STD-168 hours (7 days)
Counter Allocation	1 x Online Check-In
	3 x Check In
Priority	No priority counter is applicable
Cabins	Full Economy
Check In Opening Time	STD-180
Check In Closing Time	STD-60

Through Check In	Allowed for codeshare partners only: ITA Airways Flynas KLM
Blocked PNRs	GCC must be contacted in case of blocked/blacklisted PNR
Last Minute Passengers	Approval from shift leader to accept PAP after STD-60! LRT - limited release tag - must be registered for baggage!

Documentation

Passport and Visa requirements MUST BE CHECKED for both transfer points and final destination!

Character O (Oscar) must be change to 0 (Zero)!

Comment PAP with Visa OK

Passport must be valid 150 days beyond arrival time in Turkey

In case of GREEN response from system the PAP is good to go, but ORANGE and RED must be investigated

Help: Timatic, Passport Visa Team 24/7

Baggage

Carry-On	<p>Light package passengers: are allowed to bring one personal item: 3kg, 40x30x15 cm</p> <p>Other package passengers: 1x personal item 3kg, 40x30x15 cm and 1 cabin bag 8kg, 55x40x20 cm</p>
Lucky Pax	Passengers flagged as "Lucky Passenger" are required to check in their hand luggage. Other passengers are not allowed to check in their hand luggage at the check in.
Hold Baggage	Weight Concept with 0 tolerance (every additional kg must be paid) <ul style="list-style-type: none"> Not properly / inadequate packed / Contains fragile goods (LRFI) Sporting equipment (LRFI) Received damage, already broken or damaged before check-in (LRRD: (Please be sure that there is no LRRD remark on baggage tag before creating damaged baggage report (AHL/DPR) during the baggage irregularities processes.) Musical instruments (Musical instruments may be accepted in hold only if carried inside a special case/ box) (LRFI) Contains perishable (LRPE) Last minutes/late check-in (LRLC) ZAMZAM gallons and liquid containing package or baggage (ZMZM) Security collected items (check baggage bag) (LRNA) Non-standard cabin baggage collected at boarding, not admissible to cabin (LRNA) Oversize (LRSZ) Lack of name label (LRLL)
XBAG	Excess baggage charges calculated by PC system and to be collected accordingly at both check in and gate

Seats

Seat change	<p>FREE OF CHARGE if:</p> <ul style="list-style-type: none"> - The passenger is not able to sit on a EXIT seat, - Family with children are not seating together (please use here the SYSTEM SEAT ASSIGNMENT and then AUTO ALLOWCATE SEAT <p>- If there is a elder passenger, maybe not booked the Wheelchair service</p> <p>- If the flight is full and the LA give you the ok to give EXIT seats free of charge, then you are also able to change the seat to the EXIT only.</p>
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Specials

PETC	<p>Limit: 3 Max 8 kgs including cage Dimension: 32x32x50 cm Cats and dogs Both soft and hard case acceptable, but must be waterproof PET passport</p>
Service Animal	<p>With BLND, DEAF and MUTE pax Only dogs PET passport</p> <p>The following prerequisites apply:</p> <ul style="list-style-type: none"> • The dog shall wear a muzzle. • The dog will not occupy a seat and will be placed, where other passengers will not be disturbed (never at an Emergency Exit). • The passenger shall be in possession of all necessary animal health documents. • PIC and Cabin Crew will be informed of blind passenger plus guide dog prior boarding and the information shall be mentioned in the Passenger Information List (PIL) or Crew Information Sheet (where applicable).
AVIH	Not carried on international flights
PRM	Limit:23
Stretchers	Service not provided by Pegasus
WCH*	WCHR, WCHS, WCHC
WCMP	<p>WCMP must be used in combination with WCH*</p> <p>Max weight: 150 kgs Max dimension: 110x107x84cm</p>
BLND, DEAF, MUTE, DPNA	Escort required!
MEDA	<p>Medical case: Medical certificate required. Not to be used for passengers who only require special assistance and do not require medical clearance.</p>
Electric Mobility Aid	<p>WCBD: Dry cell battery - acceptable WCLB: Lithium ion battery - acceptable WCBW: Pegasus DOES NOT ACCEPT mobility aid with wet battery</p>

DAA	Fully collapsible baby strollers, pushchairs. Wheelchairs and mobility aids which are not needed during the flight and cannot be stored in the cabin.
DEPA	Accompanied Deportees - To be seated in the last rows with escort. Potentially Disruptive Passengers Information Form to be filled, emailed to security department and handed over to Cabin Chief.
DEPU	Not allowed on Pegasus flights
INAD	Inadmissible Passenger - do not have the right to enter the country. Potentially Disruptive Passengers Information Form to be filled, emailed to security department and handed over to Cabin Chief.
INAD & ENAD (Pegasus own) INAD: Without escort ENAD: With Escort ESCR: Escort with ENAD	If there is no threat to flight safety the number of inadmissible passengers is not limited. The Captain will evaluate the passenger profile and may reduce (according to flight Security is mandatory) Minimum 2 escorts per DEPA
DEPU	Not accepted
Prisoner and Lawful Custody within Turkey (PRSN)	limited with the number of cabin crew with 1 accompanying person at least
Dangerous Prisoner (Only Domestic in Turkey) (PRSN)	Maximum 1 person on each flight with 2 accompanying persons at least
CBBG	Max 75 kgs Window seat for the cabin baggage
INF	< 2 yrs old Limit: 15 New mothers and infants shall not be accepted within first 48 hours of giving birth.
Child	2-11 yrs old
Young Traveller (YPTA)	12-18 years old Can travel alone, but cannot be the escort of an UM
UMNR	6-11 years old Limit: 8 UM form must be filled with 5 copies plus original as follows: - 1st original page to UM parent - 2nd copy to Departure station - 3rd copy to transit station - 4th copy to the Cabin Crew - 5th copy to Destination station (has to be kept for 2 years) - 6th copy to UM envelope for passenger

Pregnancy	Single, uncomplicated: Medical certificate not required Can travel until the 36th week of pregnancy. Not acceptable: 36th week + until 48 hours after delivery. Multiple, uncomplicated: Medical certificate not required Can travel until the 32nd week of pregnancy. Not acceptable: 33rd week + until 48 hours after delivery.
Staff Travel	JMP seat can be assigned to Pegasus staff only

Gate

Gate Set-Up (Tensator & Baggage Gauge)	Baggage Gauge to be placed at the gate area Only one lining to be used (no priority boarding)
Preparation	DGR sign + Baggage sizer Cabin baggage check Visa check
Crew List	PIL
Gate Opening Time	STD-60
Boarding Start	STD-30
Gate Closing Time	STD-20

L&F

Rush Tags must be printed from PC system
All L&F related duties to be performed in DHS World Tracer Desktop

For additional information refer to JobCard_PC_L&F

Post Departure

Flight Reports	DHS Flight Report to be used
Post Admin	Pegasus Flight Report to be filled + OTP

