



**READ AND SIGN**  
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## Topic: ABOUT SPLIT CHARTER PASSENGERS

Dear Partners,

We kindly request the attention and support of the relevant department regarding the following matter:

In Pegasus Airlines flights with codes starting with 5000 bound for Antalya, Izmir, Dalaman, and Bodrum locations, there have been instances where passengers have been denied boarding due to their names not being listed on the flight passenger list. In such cases, we kindly ask to contact the "**Guest Control** ([guestcontrol@flypgs.com](mailto:guestcontrol@flypgs.com))" and "**PNL** ([pnl@flypgs.com](mailto:pnl@flypgs.com))" teams between 09:00 and 23:30 local time in Turkey, and the "Guest Control" team between 23:30 and 09:00 local time to verify the passenger's presence on the flight and to request that the passenger not be turned away.



*Ground Operations*  
Pegasus