LFI – Document Check Errors

Dear All

The last days we have had 2 incidents involving document check errors.

I. <u>**Pegasus Airlines – Greek Passport is not valid for a minimum of 61 days.**</u>

The passenger was checked in online with incorrect passport information and went to the gate directly with an online boarding pass. At the gate the documents were not checked properly, and the passenger was boarded on the flight to Antalya – where at the border control he was refused entry.

Please make sure to check online checked passengers as thoroughly at the gate as they were at the check-in. If a passenger comes to the gate with an online boarding pass, it means that they were not at the check in counter, and the first point where the documents are being checked is the gate.
There is a B-COOR on every flight. Send these passengers to the B-COOR who needs to swipe the passport, and check whether Acente's timatic response is green.

II. <u>**TUIfly – Turkish citizens accepted to Cyprus without any visa.**</u>

Entry requirements of the Turkish Republic of Northern Cyprus and Cyprus were mixed up, and 2 Turkish citizens were accepted without any visa.

TRNC and Cyprus have different entry regulations. To TRNC (example airport: ECN – Ercan) Turkish citizens can enter with their passport without any visa.
While to Cyprus (example airport LCA – Larnaca) Turkish citizens must hold a valid visa.
Please always bring the prepared and laminated entry requirements spreadsheet with you to all non-Schengen TUIfly flights. This was created to support and help you. But note, that those are applicable for German travel documents only.
Should you have a customer holding a passport other than German, seek help from the Supervisors!
They have access to other DCS where timatic works, or they can reach out to the airline directly.

Thank you for your cooperation!

Norbert