

## Topic: Excess Baggage – Pegasus Airlines

Dear All

Pegasus Airlines has a strict 0 tolerance when it comes to excess baggage. If the passenger has 20 kgs in their ticket, it means the passenger can only drop off 20 kgs without extra charges. As soon as it is 21 kgs, the additional 1 kg must be paid by the passenger.

Furthermore, I would like to raise your awareness, registering wrong weights in the system can seriously endanger flight safety. Image 200 bags each of which are actually 1-2 kgs more than what is in the system; it is 200-400 kgs difference for the trim. Every kilogram counts!

To control that baggages are being registered in the system with their actual weight, ad-hoc spot-checks are being performed by Pegasus. Please see attached pictures where bags were registered as 20 kgs, but their actual weight was more than that.

In addition, we participate in commission after the collected revenue on which salaries are based too. To quote a different airline, it is good customer service to all passengers when charges are collected correctly and fair.

Thank you!

Norbert









