

## IMPORTANT INFORMATION REGARDING PEGASUS GENERAL RULES

**IMPORTANT NOTICE:** In cases of epidemic or outbreaks recognized by the World Health Organization and/or national authorities, additional precautionary measures determined by Pegasus will be applied with priority in order to halt the outbreak and prevent its spread, in accordance with the rules/guidelines established by the relevant ministries, national / international authorities and / or official health authorities. It is the responsibility of the passengers to adhere to such precautionary measures (Additional measures will be published when determined by the authorities).

Thank you for visiting our Website.

Your access to the Pegasus Website, its use and the transactions carried out on the Website are subject to the following rules and terms of use. You will also be deemed to accept the rules and terms of use written here by transacting through the Pegasus Communication Channels or through Travel Agents for products and services offered by Pegasus. Please carefully review the following rules and terms of use prior to using the Pegasus Website.

- A. All ownership and right to use regarding the Pegasus Website belongs to Pegasus. Pegasus reserves its right to change any and all information and/or content on the Website, including the Pegasus General Rules and Pegasus Privacy Rules, without prior notice and with immediate effect upon publication.
- B. All information published on the Pegasus Website and all intellectual property rights relating thereto, all audiovisual content and their display and page layout, whether or not any of these are deemed to be in the scope of any intellectual property rights, all domain names providing access to the Pegasus Website, all databases and software codes for the Pegasus Website are owned by Pegasus or otherwise used through licensing from third parties. Unless otherwise allowed by the law, the said content, design, information and data cannot be copied, reproduced, changed or distributed without the prior written consent of Pegasus.
- C. Pegasus regularly reviews the accurateness and actuality of the information published on the Website. However, the information published on the Website may change or may be subject to different interpretations and/or implementation. Therefore, Pegasus does not warrant or imply that the Pegasus Website is correct, actual and complete or is fit for a specific purpose or is consistent with any information that is not published on the Website, in respect of information sourced from third-parties or information that is subject to different interpretation or implementation by third parties. Pegasus neither assumes any obligation to update such information.
- D. The Pegasus Website may provide links to other websites operated by third parties. Pegasus does not warrant or imply that the third-party website content is correct, actual and complete or is fit for a specific purpose or is consistent with any information that is published on the Pegasus Website. The use of third-party websites may be subject to rules and terms of use determined by third parties and independently from Pegasus. Therefore, Pegasus does not assume any obligation or liability for the access and use of third-party websites.
- E. All transactions to be carried out on the Pegasus Website must be carried out according to the instructions shown. Pegasus does not assume any responsibility for any user-related errors or mistakes.
- F. Your access to the Pegasus Website, your use of the Pegasus Website and the transactions you carry out on the Pegasus Website are subject to the rules stated above and in the Privacy Policy and Cookies Policy forming a part of the Pegasus Privacy Policy and the provisions of the Pegasus General Rules. The said rules and terms of use constitute an inseparable part of your purchase and use of all products and services offered by Pegasus and the contract of carriage between you and Pegasus. Unless otherwise stated herein, your access to the Pegasus Website, your use of the Pegasus Website and the transactions you carry out on the Pegasus Website are subject to Turkish law and the exclusive jurisdiction of Istanbul (Anadoluh) Courts and Execution Offices. Pegasus records will constitute written evidence between the parties as per the provisions of Article 193 of the Turkish Law on Civil Procedure.
- G. Pegasus General Rules is prepared in the Turkish language. For convenience of users preferring communication in different languages, Pegasus may publish Pegasus General Rules in languages other than Turkish. In the event of any conflict in content or interpretation between the Turkish original and non-Turkish translations, the Turkish original will prevail and apply.
- H. You can access detailed information on the [Pegasus Privacy Policy](#) and the [Pegasus General Rules](#) through the tabs below and download or print up-to-date consolidated texts accessible through the links provided in this paragraph. Pegasus reserves all intellectual property rights regarding copies saved or printed in this manner. Please [contact us](#) if you have any questions regarding the Pegasus General Rules in force as of a specific date.

## 1. DEFINITIONS AND INTERPRETATION

### 1.1. Definitions

1.1.1. Defined terms used in the Pegasus Website Terms of Use, the Pegasus Privacy Policy and the Pegasus General Rules will carry the meanings assigned to them in this section.

- a) **Ticket or Electronic Ticket (E-Ticket):** means the contract of carriage between Pegasus and the Passenger, concluded through the Pegasus Communication Channels or Travel Agents, subject to Turkish law, the applicable international treaties to which Turkey is party and the Pegasus General Rules. The Ticket also constitutes an invoice. Passengers who wish to include their invoice details on the Ticket must provide the necessary information to Pegasus prior to the conclusion of the Ticketing process. Invoice details cannot be amended once the E-Ticket is produced with an electronic stamp of approval.
- b) **Baggage:** Unless stated otherwise, refers to Check - in Baggage and Cabin Baggage.
- c) **Check-in:** refers to the flight registration transactions the Passengers need to carry out after purchasing their Ticket and before boarding their flight. Passengers are required to complete their Check-in transactions to have a seat assigned to them, to have delivered Checked Baggage to Pegasus for transportation and to access and board the flight, in accordance with the applicable rules of the carrier.
- d) **Ancillary Products and Services:** means all products and services offered by Pegasus other than the flight itself, in connection with or independent of a PNR.
- e) **Airport Ticket Sales Office:** means the sales unit operated by Pegasus and/or third parties providing services inside the airport terminal for the sale and marketing of Pegasus products and services and for Passenger communication. Unless otherwise stated herein, the transactions carried-out by the Airport Ticket Sales Offices are subject to the rules applicable to Travel Agents.
- f) **IATA:** means the International Air Transport Association. Pegasus is an IATA member.
- g) **Cabin Baggage:** It refers to a maximum of one (1) bag with a maximum size and weight of 55x40x20 cm and 8 kilograms, which passengers can carry in the cabin during flight. For Domestic Scheduled Flights, one Cabin Baggage allowance is included in all Packages offered for sale. For International and North Cyprus Scheduled Flights, Cabin Baggage allowance is available in Saver, Saver Plus and Comfort Flex Packages. Cabin Baggage allowance is not available in Light Package offered on International and North Cyprus Scheduled Flights. Passengers who purchase Light Package on International and North Cyprus Scheduled Flights and therefore do not have Cabin Baggage allowance are only entitled to bring along an Underseat Bag described under subparagraph (h) of this article, provided that it is carried under the seat on board the aircraft.
- h) **Underseat Bag:** It refers to a maximum of 1 bag, with a maximum size and weight of 40x30x15 cm and 3 kg which is included in all Packages offered for sale on International and North Cyprus Scheduled Flights. On International and North Cyprus Scheduled Flights, in addition to the Cabin Baggage allowance available in Saver, Saver Plus and Comfort Flex Packages as well as the Light Package, our passengers are entitled to bring an Underseat Bag provided that it is carried under the seat on board the aircraft. For International and North Cyprus Scheduled Flights, Cabin Baggage is not included in Light Package, however, passengers are entitled to bring an Underseat Bag provided that it is carried under the seat on board the aircraft.
- i) **Check - in Baggage:** It refers to the checked - in baggage received by Pegasus from the passenger during Check-in (Flight Registration) to be carried under the baggage compartments of the aircraft.
- j) **Codeshare Flight:** means the Scheduled Flights operated by a carrier other than the carrier indicated as the carrier on the Ticket and for which a marketing carrier can sell tickets using its own flight designation code and number pursuant to the cooperation agreements between Pegasus and other carriers. Whenever the actual operating carrier is a carrier other than Pegasus in Codeshare Flights, such carrier's transportation terms and conditions varying from the Pegasus General Rules may apply.
- k) **Passenger:** means the individual for whom a Ticket is produced for transportation with a Pegasus flight.
- l) **Package:** It refers to the Ticket group to which the Ticket issued by Pegasus belongs and which differs in terms of the rights provided to the passenger in connection with the additional products and services included. Saver, Saver Plus and Comfort Flex Packages are offered for Domestic Scheduled Flights, while Light, Saver, Saver Plus and Comfort Flex Packages are offered for International and North Cyprus Scheduled Flights of Pegasus.

- m) **Pegasus:** means Pegasus Hava Taşımacılığı Anonim Şirketi, a Turkish corporation established and operating under the laws of the Republic of Turkey, with business headquarters located at Aeropark, Yenişehir Mah. Osmanlı Bul. No: 11/A Kurtköy 34912 Pendik İstanbul / TÜRKİYE.
- n) **Pegasus Call Center:** means the call center operated by Pegasus and/or third parties providing telephonic services through contact details published on the Pegasus Website for the sale and marketing of Pegasus products and services and for Passenger communication.
- o) **Pegasus Fax Number:** means the fax number owned and operated by Pegasus providing services through the fax number +90 (216) 560 70 93 as published on the Pegasus Website for Passenger communication regarding Pegasus products and services.
- p) **Pegasus General Rules:** means the entire contractual terms applicable to all products and services provided by Pegasus, including the defined terms herein.
- q) **Pegasus Privacy Policy:** means the entire set of rules covering Pegasus privacy and cookies policies and constituting a part of the Pegasus General Rules.
- r) **Pegasus Communication Channels:** means the Pegasus Website, the Pegasus Mobile Applications, Pegasus Fax Number and the Pegasus Call Center.
- s) **Pegasus Website or Website:** means all websites, mobile websites, micro-websites owned by and/or operated by Pegasus, including, without limitation <http://www.flypgs.com> and <http://www.pegasusairlines.com>, and the content accessible through the Pegasus Mobile Applications.
- t) **Pegasus Website Terms of Use:** means the entirety of the rules and terms of use stated herein that applies to any use of the Website and all transactions carried-out on the Website, including the Pegasus Privacy Policy and the Pegasus General Rules.
- u) **Pegasus Mobile Applications:** means Pegasus mobile applications running on iOS and Android platforms.
- v) **Pegasus BolBol:** means the loyalty program operated by Pegasus and providing various benefits and offers subject to membership rules and terms set out in the Pegasus BolBol General Rules.
- w) **PNR (Passenger Name Record):** means the private reservation record identifier linked to each Ticket sale or price freeze transaction made using the Pegasus reservation and sales infrastructure, that includes the relevant Passenger and flight information.
- x) **SHGM:** means the General Directorate of Civil Aviation, the Turkish Civil Aviation Authority operating under the auspices of the Turkish Ministry of Infrastructure and Transport.
- y) **Travel Agent:** means the travel agent authorized to sell Pegasus products and services through its own sales points, websites, mobile applications or different sales channels such as global distribution platforms.
- y) **Scheduled Flight:** means scheduled flights directly available for sale to the Passengers, operated by or on behalf of Pegasus and according to the flight schedules published by Pegasus or otherwise on a regular basis.
- z) **Transportation Fare or Fare:** means the total price payable to Pegasus in compensation for the Scheduled Flight service and defined in more detail with its price components in **4.4. Transportation Fare and Fare Classes.**
- aa) **Flight:** means all flights carried-out by Pegasus flight callsign for the commercial transportation of Passengers and/or cargo, including the Scheduled Flights.
- bb) **Fare Class:** means the fare class based on which the Ticket is issued and that may be subject to different entitlements under the applicable ticket reissue and refund rules.

## 1.2. Interpretation

1.2.1. References to sections and articles in the Pegasus General Rules refer to sections and articles in the Pegasus General Rules.

## 2. PEGASUS PRIVACY POLICY

### 2.1. General

2.1.1. Your privacy is very important for us. We are also aware of the importance of your privacy for you. With this aim, the Pegasus Privacy Policy aims to inform you of how and for which purposes your personal data may be processed and shared with third parties. This Policy covers information on our entire operations. You can submit specific inquiries through communication channels described in Paragraph 2.7.

2.1.2. We will use the personal data you submit to Pegasus through the Pegasus Communication Channels or other communication and sales channels in accordance with the Pegasus Privacy Policy. We will make available to you the Pegasus Privacy Policy, or specific privacy notices where appropriate, before you use these channels.

2.1.3. All changes to the Pegasus Privacy Policy are announced and updated on the Pegasus Website and the Pegasus Mobile Applications. You will be deemed to have read and accepted the latest version of the Pegasus Privacy Policy each time you use our Website or our Mobile Applications, including any amendments to date. Therefore, we recommend that you review the Pegasus Privacy Policy and update announcements each time you visit our Website or use our Mobile Applications.

2.1.4. You will also be deemed to have reviewed the content of the Pegasus Privacy Policy in effect as of the date of transaction, whenever you purchase or use any product or service offered by Pegasus through any sales channel.

### 2.2. Data Controller

2.2.1. Pegasus Hava Taşımacılığı A.Ş. ("Pegasus"), with headquarters located at AEROPARK, Yenişehir Mahallesi, Osmanlı Bulvarı No: 11/A Kurtköy 34912 Pendik İstanbul, Türkiye, acts as a data controller as per the provisions of the Law No. 6698 on the Protection of Personal Data ("PDP Law") and other applicable national and international law on the protection of personal data, in relation to your personal data processed within the context of the Pegasus Privacy Policy and other Pegasus privacy notices.

2.2.2. In this context, your personal data is recorded, updated and maintained to the extent permitted by the purpose of processing, shared with third parties in Turkey and abroad and otherwise processed as stipulated by the law, by Pegasus or on its behalf as the data controller, in each case subject to the applicable law and the rules stipulated in this Policy.

### 2.3. How We Collect Your Personal Data

2.3.1. Pegasus may obtain your personal data through:

- The Pegasus Website, the Pegasus Mobile Applications, the Pegasus Call Center, Airport Ticket Sales Offices, airport check-in counters and aircraft boarding control points,
- Travel Agents authorized to sell Pegasus products and services, other airlines selling tickets for Pegasus scheduled flights based on airline cooperation agreements and tour operators contracted for charter flights,
- Fly & Watch, our in-flight entertainment system,
- Pegasus social media accounts and instant messaging applications used for guest services,
- Notifications received from public authorities and bodies, real persons or private law legal entities,

in each case in written, verbal, electronic form and using automatic or non-automatic processing methods.

2.3.2. Whenever a transaction is made with Pegasus on behalf of another passenger or service recipient, Pegasus may process the personal data relating to both the person carrying out the transaction and the person on whose behalf the transaction is made. In this case, Pegasus may communicate with the passenger or service recipient directly about their flight or services.

### 2.4. Categories of Personal Data We Use

2.4.1. Pegasus may process the following categories of personal data either based on your consent, or without your consent if any other legal purposes listed in Paragraph 2.5 below apply.

- a. Identification and Passport Information: Your name and surname, birth date, Turkish ID number, whenever passport declaration is required your passport information including bearer identification, issuing country, passport number and passport expiry date, and identification information covered in other travel documentation requiring control as per applicable travel rules.
- b. Contact Information: Your e-mail address, telephone number, only if you have disclosed it to us for communication purposes your residence address, your social media contact information and all other contact information you disclose to Pegasus.
- c. Travel, Product & Service Information: Your passenger name record ("PNR"), your advanced passenger information ("API") derived from PNR and travel documents information submitted to us prior to your entry to your destination. PNR and API content includes contractual transactions (such as reissue, ticket cancellation, refund), records regarding product or service purchase (such as excess baggage allowance, seat selection), travel information (such as delay/flight cancellation, check-in and boarding information), sales channel data (such as website, call center, travel agent), transaction date and times, special service requests ("SSR") optionally sought from us regarding our services (such as wheelchair) and additional identification information required for check-in (such as Turkish ID Number for domestic flights and passport and visa information for international flights), in each case from ticketing until the completion of the last flight included in the PNR.
- d. Loyalty Program Membership Information: If you are a member of our Pegasus BolBol loyalty membership program, your membership and Pegasus BolBol Program transaction data associated with your membership account.
- e. Customer Transaction Information: Information communicated in writing, verbally or electronically within the context of your requests, feedback and complaints regarding our products and services.
- f. Marketing Information: Your choices and past experience regarding our products and services, survey results, cookies records, promotional campaign data and social media user information.
- g. Financial Information: All information regarding invoicing and payment methods (in accordance with PCI DSS, we only record the first six and last four digits of credit card number and credit card bearer name and surname).
- h. Flight Security Information: Article 40, Paragraph 4 of the Turkish Civil Aviation Law No. 2920 stipulates that information regarding persons traveling by air may be collected, recorded, processed, shared in accordance with the PDP Law for the purposes of facilitating travel or conducting security and risk assessment, and such information can be evaluated to introduce measures to ensure flight safety and security. In line with these provisions, and to ensure flight security and to protect the lives and the property of our employees, our service providers and their staff and our guests, we maintain records for unruly passenger events or other events constituting security risk or threat, from the moment our guests start interacting with Pegasus. Such records cover information on passengers concerned, the details and description of the event, security controls applied, witness information and unruly act classification information.
- i. Audiovisual Information: Call center records, and records obtained through voice recorders installed at check-in desks and video recorders installed at specific Pegasus service points with the aim of ensuring the security and wellbeing of those present. Pegasus does not obtain any audiovisual records inside the general areas of the passenger terminals located in airports or inside the aircraft cabin.
- j. Legal Transaction and Compliance Information: Documents and information requested by administrative and judicial bodies, judicial processes initiated by or against Pegasus (such as lawsuits and investigations) and records relating to administrative or judicial processes.
- k. Special Categories of (Sensitive) Personal Data: To carry out its operations, Pegasus does not use special categories of (sensitive) personal data in a regular and comprehensive manner. However, the use of special categories of personal data may be required within the context of health information you disclose to us regarding your use of our products and services, special service requests for passengers with reduced mobility, food allergy and special selection information and HES Code, test and vaccination information necessitated by public health and travel suitability and documentation rules.
- l. Location Data: Momentary location information of your device accessed from the Pegasus Mobile Application and/or browser/device settings, depending on your preference.

## 2.5. Lawfulness for Processing and Our Processing Purposes

2.5.1. Pegasus may process your personal data without your consent if at least one of the following lawful grounds for processing exist.

- Processing is clearly permitted by law.
- Processing is necessary to protect the vital interests of the data subject or of another natural person.
- Processing is necessary for the performance of a contract to which the data subject is party or to take steps at the request of the data subject prior to entering into a contract.
- Processing is necessary for compliance with a legal obligation to which the controller is subject.
- Personal data is publicized by the data subject.
- Processing is necessary to establish, exercise or protect a legal right.
- Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data.

2.5.2. In this context, Pegasus may process your personal data for the following purposes, without your consent to the extent such processing is based on at least one lawful ground.

### a. Addressing Travel Requirements and Managing Flight Account:

Starting from the ticketing process, your personal data described in Paragraph 2.4 Alinea (a), (b), (c), (f), (g), (h), (i) and (j) will be used for the purposes of executing the terms of the contract of carriage, carrying out ticket sales and all other ticket, product and service transactions, assessing suitability for travel, creating travel records, carrying out boarding, providing support services before, during and after the flight, carrying out communication and notifications regarding the flight, recording contractual transactions (such as reissue, ticket cancellation and refund), carrying out ancillary product/service and special service requests and for emergency response management purposes. To the extent necessary, such data will be used for the said purposes together with other categories of personal data indicated in other Alinea of Paragraph 2.4.

If you are a Pegasus BolBol member, in addition to the above, your membership information and point transactions will be used for managing your membership account and to execute transactions with our loyalty program business partners, in conjunction with your flights associated with your membership account.

Your personal data will be used to address your travel requirements and flight transactions, primarily based on the requirements of the Turkish Civil Aviation Law No. 2920, the applicable civil aviation regulations and international treaties on civil aviation, and also based on the necessity for Pegasus to comply with its legal obligations. Furthermore, the use of such data is also necessary for the establishment and performance of the contract of carriage with our passengers. In specific circumstances, the use of such data may be necessitated by other lawful grounds listed above.

### b. Complaint and Request Management:

Your personal data described in Paragraph 2.4 Alinea (a), (b) and (e) will be used for the purposes of increasing customer satisfaction and managing, resolving, analyzing and reporting all complaints and requests submitted to us through the Pegasus Website, the Pegasus Mobile Applications, the Pegasus Call Center, Pegasus social media accounts and instant messaging applications, or through the General Directorate of Civil Aviation, Consumer Dispute Councils, competent courts in and outside of Turkey authorized to resolve disputes, alternative dispute resolution channels and official authorities. To the extent necessary, such data will be used for the said purposes together with other categories of personal data indicated in other Alinea of Paragraph 2.4.

Your personal data will be used to manage complaints and requests, primarily based on the performance of the contract of carriage, the necessity for Pegasus to comply with its legal obligations and the necessity to establish, exercise and protect the rights for both you and Pegasus. In specific circumstances, the use of such data may be necessitated by other lawful grounds listed above.

### c. Responding to and Managing Passenger Information Requests by Official Authorities:

Your personal data described in Paragraph 2.4 all Alinea may have to be used by Pegasus, for the purposes of complying with legal obligations under national and international law and international treaties, to respond to lawful requests from the General Directorate of Civil Aviation, Turkish Ministry of Interior General Directorate of Migration Management, Turkish Ministry of Health, competent border authorities in travel destinations, courts, consumer dispute resolution bodies and other administrative and judicial bodies.

Your personal data will be used to responding to and managing requests by official authorities, primarily based on the performance of the contract of carriage, the necessity for Pegasus to comply with its legal obligations and the necessity to establish, exercise and protect the rights for both you and Pegasus. In specific circumstances, the use of such data may be necessitated by other lawful grounds

listed above.

d. Marketing Activities and Customer Satisfaction:

Your personal data described in Paragraph 2.4 all Alinea will be used by Pegasus, for the purposes of defining our marketing strategy, creating databases, carrying-out listing, reporting, verification, analysis and evaluations, producing statistical data, undertaking segmentation, profiling, unification and data enrichment activities aimed at guest experience, conducting analysis on how you use the Pegasus Communication and Sales Channels and to personalize our communication channels for a better service, proposing personalized flight offers and services, conducting research and development on our products and services and your personal choice alternatives regarding these products and services, contacting you directly or through service providers for market research purposes, using the contact information provided to us and conducting commercial marketing communication for promoting our products and services, promoting new services, special flight offers and other information we consider that may be of interest to you.

Your personal data will be used to carry-out marketing activities and to increase guest satisfaction, primarily based on the necessary for the purposes of the legitimate interests pursued by Pegasus. In these cases, we are implementing controls to ensure that the interests and fundamental rights and freedoms of the data subjects are not prejudiced in violation of the applicable law. In specific circumstances, the use of such data may be necessitated by other lawful grounds listed above.

We would like to underline that the commercial marketing communication by e-mail or SMS are sent to you only based on your consent and only through your selected communication media.

e. Improving Search Results Based on Location and Advertising Based on Customer Location:

Your personal data specified under article 2.4.(f) will be used in case you give consent to share your location data with Pegasus via the device/browser/app used, to improve location-based search results and to advertise products and services based on your location (e.g. showing the closest location to you) in order to improve our Company's products and services.

We would like to underline that, where such advertisements will be made via electronic marketing communication, marketing communications will be sent to you by our Company only based on your consent and only through your selected communication media.

Pegasus does not have access to your location data without your consent. If you later want to withdraw your consent to sharing location data for these purposes, you can withdraw your consent from the Pegasus application and/or browser/device settings.

f. Carrying-out Financial Operations:

Your personal data described in Paragraph 2.4 Alinea (a), (b), (c), (d) and (g) will be used for the purposes of financial reporting, control, verification, analysis and assessments, executing payments and/or refunds, meeting tax and similar payment and reporting obligations and implementing protective measures against financial fraud and violation cases.

Your personal data will be used to carrying-out financial operations, primarily based on the performance of the contract of carriage, the necessity for Pegasus to comply with its legal obligations and the necessity to establish, exercise and protect the rights for both you and Pegasus. In specific circumstances, the use of such data may be necessitated by other lawful grounds listed above.

g. Legal Compliance Review:

Your personal data described in Paragraph 2.4 all Alinea may have to be used by Pegasus, for the purposes of complying with legal obligations regarding travel documentation and controls, illegal immigration, anti-money laundering, fraud and other crime prevention and financial sanctions, ensuring flight safety and security and to protect the lives and the property of our employees, our service providers and their employees and our passengers, preventing financial fraud and violation and ensuring overall legal compliance.

Your personal data will be used for legal compliance review, primarily based on the performance of the contract of carriage, the necessity for Pegasus to comply with its legal obligations and the necessity to establish, exercise and protect the rights for both you and Pegasus. In specific circumstances, the use of such data may be necessitated by other lawful grounds listed above.

## 2.6. Links

2.6.1. Pegasus may transfer your personal data to the following recipients located in Turkey or abroad, either based on your consent, or without your consent if any other lawful basis listed in Paragraph 2.5 below apply.

- (i) Business partners with whom we offer products and services or with whom we cooperate under the Pegasus BolBol Loyalty Program,
- (ii) Employees, group companies, service providers, authorized travel agents, other airlines we collaborate with as part of flight networks and partnerships, in each case participating in the delivery and performance of our products and services,
- (iii) Competent official authorities in Turkey and abroad, authorized to seek out information from Pegasus and other persons and entities to the extent imposed on Pegasus by legal obligations,
- (iv) Competent official authorities acting on the grounds of public order, flight security and fulfillment of legal obligations arising from the applicable law where Pegasus operates flights.

2.6.2. For example, such information may be provided to a competent official authority as per the provisions of the Turkish Civil Aviation Law No. 2920 and the applicable law or may be shared with competent official authorities outside of Turkey in accordance with the international treaties and Turkish national law applicable to our international flights. On the other hand, handling service providers and travel agents are provided access to the Pegasus Reservation and Sales System in accordance with business requirements, to perform our flight operations and related services. These service providers are instructed as data processors to act as per our guidance and privacy protocols. Pegasus BolBol membership information is not transferred to third parties. In addition to the foregoing, authorized personnel of our technical infrastructure and call center service providers have access to our IT systems, subject to our information security access protocols, regarding complaint and request management for all our products and services.

2.6.3. Pegasus publishes the categories of personal data it uses for its operations, the purpose of use for each category, the relevant data subjects, data retention periods, third-party recipients and information security measures implemented across the organization on the Public Data Controllers Registry (VERBIS) operated by the Presidency of the Turkish Personal Data Protection Board (<https://verbis.kvkk.gov.tr/>).

## 2.7.Data Subject Rights and Application Channels:

2.7.1. You can always apply to Pegasus to: (a) understand if your personal data is processed; (b) request information on the processing of your personal data, (c) understand the purpose of processing for your personal data and whether these are used in line with this purpose; (d) know third parties to whom your personal data is transferred in Turkey and abroad and to inquire about the appropriate safeguards implemented for cross-border personal data transfers; (e) correct your incomplete or incorrect personal data processed and maintained; (f) request the destruction or anonymization of your personal data subject to the purposes for the processing of your personal data being fully exhausted; (g) have third parties notified of the transactions covered in items (e) and (f), (h) object to the results of any analysis of your personal data exclusively through automatic systems.

2.7.2. Your applications can be submitted to us in writing and signed, addressed to the Data Protection Officer, at our business headquarters located at AEROPARK, Yenisehir Mahallesi, Osmanli Bulvarı No: 11/A Kurtköy 34912 Pendik İstanbul, Türkiye or through the Contact Us section of the Pegasus Website. You can submit your applications using the [Application Form Template](#).

## 2.8.Electronic Marketing Communication

2.8.1. Electronic marketing communication and consents required for such communication is regulated by the "Regulation on Commercial Communication and Electronic Marketing Communication". Commercial electronic marketing communication will be performed based on your contact permissions provided during ticketing, Pegasus BolBol membership registration or any other applicable medium. In this respect, and subject to your consent, you accept to receive commercial electronic marketing communication regarding the promotion of products and services offered by Pegasus and Pegasus' business partners, new products and services, special flight offers, other information regarding your trip or information Pegasus may consider to be in your interest. You can always choose not to receive such communication for the future on all or part of your contact details through following the options provided in the relevant marketing communication.

2.8.2. As per Article 13 of the said regulation, Pegasus is required to maintain consent records for three years following the withdrawal of consent and other records regarding electronic marketing communication for three years as of the record date.

2.8.3. Furthermore, you may manage electronic marketing communication consents on a single platform through the Communication Management System (İleti Yönetim Sistemi or IYS, accessible through <https://iys.org.tr/>). Through IYS you may consent to communication by traders, including Pegasus, or withdraw existing consents.

## 2.9. Corrections

2.9.1. If you believe that Pegasus has incorrect or incomplete information on your personal data, please Contact Us as soon as possible. Pegasus will correct the information that is incorrect or incomplete.

2.9.2. You can access or modify your personal information regarding your Pegasus BolBol membership through the "Edit Profile" tab under the Pegasus BolBol page through the Pegasus Website or the Pegasus Mobile Applications.

## 2.10. Security

2.10.1. The protection of your privacy is important for us. All information you submit to us through the Pegasus Website and the Pegasus Mobile Applications are protected by 128 Bit SSL (Secure Sockets Layer), an encrypted communication tool. Once the relevant information reached us, it is protected according to our security and privacy standards. To benefit from SSL, your web browser must support SSL and your browser options should enable the use of SSL.

2.10.2. Pegasus security and privacy standards are in line with the ISO 27001:2017 Information Security Management System. The Pegasus Website is certified with the TRGO Security Seal (Registry No: 2020-0004).

2.10.3. Each Pegasus BolBol member will have a username and a password. "Username" is unique for each member and cannot be assigned to another user. The "password" is created by and is known only to the member. Members can change their passwords as permitted by membership program rules. Creating and maintaining password security is the obligation of the user. Pegasus does not assume any responsibility in respect of the misuse of passwords. Likewise, it is the passenger's or his/her agent's responsibility to maintain the privacy of the PNR produced uniquely for your transactions through different communication and sales channels. Others may access your reservation details if your PNR information is disclosed to third parties.

2.10.4. Your data is maintained only to the extent necessitated by our business processes or legal obligations. In line with PCI DSS, details of your credit cards are not maintained on our servers.

## 2.11. Links

2.11.1. The Pegasus Website contains links to third-party websites, allowing you to access content prepared by third parties by hyperlinks. Pegasus has no authority on the linked third-party websites and does not assume any responsibility for third-party content. The terms and conditions applicable to the Pegasus Website will not apply to your access and use of third-party websites.

2.11.2. You are fully responsible for your access, content, use and communication to or through the linked third-party websites. All personal data transfer to be carried out through the linked third-party websites will be subject to the information, other notifications and rules determined and published by the third-party operating the website and acting as the data controller under applicable law.

## 2.12. Cookies and Digital Marketing Applications

2.12.1. Cookies are small information files that are stored on your computer through your web browser when you visit a website. When there is a connection between the web browser and the server, the website uses cookies to remember you. The cookies aim to make life easier for website users.

2.12.2. There are four different categories of cookies based on their purpose: Session Cookies, Performance Cookies, Functional Cookies, and Publicity and Third-Party Cookies. Session Cookies are temporary cookies that are stored on the user's browser until the user exits the Pegasus Website. Other cookies are cookies that remain on the user's browser for as long as the user does not delete them. The cookies' lifespan varies, depending on the user's browser settings.

2.12.3. Besides cookies, pixel and similar file applications and internet-based advertisement, promotion and marketing functions may be used in websites for similar purposes.

2.12.4. Pegasus uses Session Cookies, Performance Cookies, Functional Cookies and Publicity and Third-Party Cookies on the Pegasus Website.

a) Session Cookies: This type of cookies is necessary for the smooth functioning of the Pegasus Website. These cookies make it possible to visit the Pegasus Website and to benefit from its features. Session Cookies are used to store the information in the web pages and to avoid the need to re-enter your details.

b) Performance Cookies: These cookies store information about how often the website is visited, any relevant error messages received, the duration of the visit and the user's use of the website. This information is used to improve the website performance.

c) Functional Cookies: These cookies remember the choices the user has made on the website (e.g., city and flight date selections) and facilitates the use of the website by the user. These cookies make it possible for the user to benefit from sophisticated internet features.

d) Publicity and Third-Party Cookies: For using certain functions, third-party suppliers' cookies are used on the Pegasus Website (e.g., cookies comprising sharing devices on social media on flight destinations and promotional pages). The Pegasus Website also contains the cookies of the firms carrying-out advertisement tracking.

2.12.5. Pegasus Internet Site uses both first-party cookies which are placed by the site visited and third-party cookies which are placed by servers, other than the site visited. The different types of first-party cookies used by Pegasus are listed below.

Cookie Source	Cookie Name	Cookie Purpose	Cookie Type	Cookie Duration
First Party	SESSION	Used to track sessions records.	Session Cookie	Session-Limited
First Party	X-FF-TOKEN	Enables continuity between the client and middleware.	Performance Cookie	1 Year
First Party	X-REFRESH-TOKEN	Enables continuity between the client and middleware.	Performance Cookie	1 Year
First Party	LOGGED_IN	Used to determine logged-in information of the user.	Session Cookie	Session-Limited
First Party	LANGUAGE	Used to track language choice of the user.	Session Cookie	Session-Limited
First Party	BUNDLE-SELECTION	Used to track bundle products and services.	Session Cookie	Session-Limited
First Party	Logged-in	Used to remember log-in information of the user.	Performance Cookie	10 Years
First Party	Language	Used to remember user's language choice.	Performance Cookie	1 Year
First Party	NXM-FFID	Used for message display regarding user log-in.	Performance Cookie	10 Years
First Party	X-FF-Remember	Used to remember user information and enables opt-in automatic log-in for the user.	Performance Cookie	30 Days
First Party	Useful-form	Used to record useful-form records if the user accepted to deliver opinion on the usefulness of the relevant page.	Performance Cookie	30 Days
First Party	X-FF-Token	Used to record user's information upon log-in.	Performance Cookie	1 Year
First Party	X-FF-Consent	Used to record user's information upon log-in.	Performance Cookie	1 Year
First Party	X-FF-Refresh Consent	Used to record user's information upon log-in.	Performance Cookie	10 Years
First Party	X-FF-Refresh Token	Used to record user's information upon log-in.	Performance Cookie	10 Years
First Party	X-User Name	Used to record user's information upon log-in.	Performance Cookie	10 Years

2.12.6. In general, internet browsers are pre-defined to automatically accept cookies. Browsers can be adjusted to disable cookies or to alert users when a cookie has been sent to their device. Because cookie management varies from browser to browser, further information can be obtained from the relevant browser's information website. For details on how to delete or disable cookies or for general information on cookies, please see [www.allaboutcookies.org](http://www.allaboutcookies.org).

2.12.7. You can accept or reject cookies. You can enable or disable cookies by changing the settings of your internet browser. For information on how to change your browser settings and how to delete cookies please see your browser's instructions. Please bear in mind that when cookies are disabled, some of the website's features will change. Please refer to the websites below for information about disabling third-party cookies:

a. [Mozilla Firefox](http://www.mozilla.com/en-US/privacy/cookies)

b. [Internet Explorer](http://www.microsoft.com/privacy/cookies)

- c. [Google Chrome](#)
- d. [Opera](#)
- e. [Safari](#)
- f. [iOS](#)

**2.12.8.** When you visit the Pegasus Website, you can make your choices on cookies upon being prompted by our cookies privacy notification. You can also adjust privacy settings for your Pegasus Mobile Application through your mobile device's security settings.

### 3. PRODUCTS AND SERVICES OFFERED BY PEGASUS

#### 3.1. Scheduled Flight Services and Other Services

**3.1.1.** Pegasus offers Scheduled Flight services on domestic routes within Turkey and on international routes from/to or transiting through Turkey. Scheduled Flight services are offered subject to the terms and conditions set out in the Pegasus General Rules. All references to domestic Scheduled Flights in the Pegasus General Rules refer to Scheduled Flights operated within Turkey.

**3.1.2.** Pegasus also offers Ancillary Products and Services defined in Section 3.2. Some of these Ancillary Products and Services are offered only as part of a Scheduled Flight while several others may be offered independent of a Scheduled Flight or a specific PNR. Ancillary Products and Services are offered subject to the terms and conditions set out in the Pegasus General Rules.

**3.1.3.** Non-scheduled (charter) flight services carried out by Pegasus based on an agreement with a tour operator or another organizer. For these services the service agreement is concluded between the passenger and the relevant tour operator or another organizer and Pegasus is not a party to this service undertaking. Transportation of cargo by Pegasus aircraft is also carried out based on a separate agreement between Pegasus and the consignor. The terms and conditions set out in the Pegasus General Rules will only be deemed valid for the types of services covered in this paragraph to the extent they are applicable to such services.

#### 3.2. Ancillary Products and Services

**3.2.1.** The Ancillary Products and Services offered by Pegasus are indicated in the paragraphs below.

**a) Extra Baggage Allowance:** On all our Domestic Flights, our Passengers are entitled to Check - in Baggage limited to the number, size and weight specified within the scope of the Package to which their Ticket pertains and one Cabin Baggage in accordance with the criteria specified in section 9.2 of the General Rules. For International and North Cyprus Scheduled Flights, only Saver, Saver Plus and Comfort Flex Packages are entitled to Check - in Baggage and one Cabin Baggage in accordance with the criteria specified in section 9.2 of the General Rules. Check - in Baggage or Cabin Baggage allowance are not available in the Light Package offered on International and North Cyprus Scheduled Flights. Passengers who purchase Light Package on International and North Cyprus Scheduled Flights and therefore do not have Check -in Baggage and Cabin Baggage allowance are only entitled to bring along one Underseat Bag in accordance with the criteria specified in section 9.3 of the General Rules, provided that it is carried under the seat on board the aircraft. Detailed explanations and tables regarding the Baggage allowances included in packages on our scheduled Domestic and scheduled International and North Cyprus Flights can be reached under section 9. Baggage Rules, Carry-on Items and Special Services.

Check - in Baggage and Cabin Baggage purchased within the scope of our Flight Packages on our flights can not be refunded. However, our passengers can purchase Check - in Baggage and Cabin Baggage products (in the size and weight defined per passenger) for an additional fee in addition to the contents of the Package they have purchased. On our International and North Cyprus flights, additional Check - in Baggage Allowance and Cabin Baggage Allowance, which can be purchased apart from the package, can be refunded up to 4 hours before the time of flight. Detailed information regarding Cabin Baggage and Check - in Baggage Allowance that can be purchased separately from Light Package for International and North Cyprus flights is presented in section 9.4. **Check - in Baggage Allowance and Extra Baggage Allowance Fee.**

**b) Extra Seat:** Extra Seat is a product separately available for sale to our Passengers who would like to book an adjacent seat in the aircraft for their comfort or for carrying valuable or fragile belongings, music instruments or similar goods with them. The Extra Seat Product can only be purchased through the Pegasus Call Center. The Extra Seat request and payment must be made during the booking of the Ticket. The Extra Seat product cannot be used for carrying clothing, food and similar items. The Extra Seat can be purchased for a specific item that must be carried with the Passenger. The weight of the item to be carried on the Extra Seat cannot exceed 75 kilograms and should not prevent other Passengers from easily viewing cabin warning lights in front of them. Items such as musical instruments with dimensions not exceeding 120x40x20cm can be carried between two seats and items with dimensions up to 75x50x45cm can be placed on the seat. Extra Seat fee is calculated as the sum of the Ticket base fare and the service fee. Changes to and cancellation of Extra Seat are subject to the Cancellation and Change rules for the corresponding passenger Ticket.

**c) Price Freezing (Option Purchase):** Price Freezing is sold as a separate product during the booking of the Ticket and allows a user to purchase a Ticket for a fee indicated on the booking screen within a specific timeframe. The time to exercise this option and the option price is automatically determined by the system depending on whether the relevant Scheduled Flight is a domestic or an international flight, the time left for the Scheduled Flight in number of days and the number of Passengers registered in the PNR. The option period purchased can be extended only once within the option period, by payment of a new Price Freezing fee and this transaction can only be carried out through the Pegasus Call Center. Independent from the time left until the Scheduled Flight, the system will not allow for Price Freezing if there are eight or less seats available in any flight subject to the PNR. The Price Freezing product cannot be cancelled and is non-refundable. Price Freezing will only apply for the Scheduled Flights for which it is purchased and will not be valid for any other Scheduled Flights in case of any change in the booking. Ticket pricing for international routes is based on USD and EUR currencies and any changes in the currency rates between the date of Price Freezing and the actual purchase of the Ticket will be reflected on the Ticket price.

**d) Special Services:** Special Services cover special carryable items that are not included in Check - in Baggage, Cabin Baggage, Under-seat Bag or Extra Baggage Allowance and special services that are provided on demand of the Passenger for a fee or for free of charge. Purchased special services can be refunded up to 4 hours before departure time. Detailed information on Special Items and Special Services can be found in section 9.5. Special Services.

**e) Pegasus Café:** In all Pegasus Scheduled Flights in-flight catering is subject to extra charge. The pricing of Pegasus Café products depends on whether the Scheduled Flight is on a domestic or an international route. Pegasus Café sales inside the aircraft may be limited or may not be provided for reasons of flight safety, flight security and product availability. Pegasus Café products can be pre-ordered until 24 hours before departure time. Passengers with Tickets issued under the Advantage Package may choose between the available Pegasus Café product offers covered by their Package without extra charge. Pre-order Pegasus Café orders may be canceled via Call Center until 48 hours before departure time and in this case its amount may be refunded. There is no right of return for orders placed 0-48 hours before the flight.

**f) Pegasus Flex (Flexible Ticket Change and Cancellation Option):** Pegasus Flex is sold until 24 hours to the flight as a separate product during the booking of the Ticket and provides flexibility to the Passengers, allowing them flexibility to carry out changes and cancellation to their Ticket for Scheduled Flights.

Pegasus Flex grants the right to carry out changes in the Ticket and cancel the Ticket within twelve hours before departure time, without paying the transaction charge determined in accordance with the Ticket Change and Cancellation Rules (See 5.6. Domestic & North Cyprus Flights Reissue and Refund Rules and 5.7. International Flights Reissue and Refund Rules for detailed information). When Pegasus Flex is purchased, the Ticket can be changed to any date or to any route and can be cancelled, subject to the terms and conditions set out in herein. The said right does not cover change in Passenger name. Pegasus Flex product cannot be purchased as a standalone product after the Ticket is issued. Changes and cancellations can still be made in case of check-in. There is no right of refund in Pegasus Flex. Pegasus Flex will no longer apply once the Ticket is changed to an Open-Ended Ticket. Pegasus Flex cannot be used when the product Price Freezing (Option Purchase) is purchased. Pegasus Flex products cannot be purchased within the scope of Group Reservation Bookings.

The Transportation Fare is composed of (a) Base Fare, (b) Fuel Surcharge, (c) Airport Taxes, (d) Check-in Fee and (e) Service Fee. In case of cancellation of Ticket until twelve hours before departure time, the Transportation Fare will be fully refunded, except for the Pegasus Flex fee. In case of Ticket change until twelve hours before departure time, if the total Transportation Fare for the new Scheduled Flight is higher than the total Transportation Fare for the initial Scheduled Flight, the price difference will be charged. That being said, in case of Ticket change with Pegasus Flex, if total Transportation Fare for the new Scheduled Flight is lower than the total Transportation Fare for the initial Scheduled Flight, the price difference will not be refunded. In case of any change in the price for the Pegasus Flex product for the former and the new flight, the difference is either charged or refunded to the Passenger. Installment Fee charged in Ticket purchased with installment is reflected in Cancellation and Change of the Ticket in any event.

In case of cancellation of Ticket when there is less than twelve hours before departure time, only the Airport Taxes and the Check-in Fee components of the Transportation Fare will be refunded. In case of change of Ticket when there is less than twelve hours before departure time, the Ticket Change and Cancellation Rules (See 5.6. Domestic & North Cyprus Flights Reissue and Refund Rules and 5.7. International Flights Reissue and Refund Rules for detailed information) valid for the Ticket fare class will apply and the Pegasus Flex product will be transferred to the new Ticket and can be used subject to the terms and conditions set out above.

**g) Seat Selection:** In all Pegasus Scheduled Flights the Passengers will be automatically assigned a seat during Check-in. Seat selection is not available during Check-in. However, Passengers may purchase Seat Selection as a separate product and travel in a seat they choose. Purchase of the Seat Selection product is not equivalent to Check-in and these Passengers will still be required to complete their Check-in before their flight. Seat Selection price is determined based on whether the relevant Scheduled Flight is a domestic or an international flight and the time left for the Scheduled Flight in number of days. Seat Selection product can be purchased during the booking of the Ticket or afterwards. Once Seat Selection is purchased, seat change will only be allowed in the event of a

Ticket change. If a Ticket change is made by the Passenger, the seat selected for the former flight will automatically transferred to the new flight. However, seat transfer will not be carried out if the same seat on the new flight is previously selected or has been subject to Check-in and the Seat Selection fare is refunded to the Passenger. Passengers with Tickets issued under the Advantage Package or Comfort Flex Package may choose between the available seat offers covered by their Package without extra charge. Seat selection amount may be refunded in cancellations made until four hours before departure time. Even if you may have purchased Seat Selection, Pegasus may require you to travel in another seat for reasons of flight safety, flight security and other necessitating circumstances. In such circumstances, you will be entitled to a refund of your Seat Selection fee. Detailed information on aircraft seating and seating restrictions for exit-row seats is provided in [6. Check-in](#) and [7. Boarding](#).

**h) Gift Card:** Gift Card is an ancillary product that can be purchased by users in currencies and amounts denominated by Pegasus and that allows the beneficiary to use it as payment balance for Tickets for Scheduled Flights or Ancillary Products or Services that are offered for sale by Pegasus. Each Gift Card sold has a single beneficiary. Neither the Gift Card nor its balance is transferable. Gift Card cannot be used for Codeshare Flights where the actual operating carrier is a carrier other than Pegasus or for products and services offered by or through third parties such as hotel accommodation and car hire. Gift Card cannot be used for the payment of any fees payable as a result of Ticket change transactions. Gift Cards can only be purchased on the Pegasus Website or through the Pegasus Mobile Applications and the Gift Card balance can only be used for purchases made on these channels. Gift Card balance can only be used in the original currency denomination of the Gift Card. Gift Card and the card balance are non-refundable. Gift Card can be used until the end of its term of validity or, if earlier, until the use of the entire balance in it. In each transaction where there is payment by Gift Card, the beneficiary will only be allowed to present a single Gift Card. Gift Card balance cannot be partially used. Gift Card will be valid for use at any time within 12 months of its purchase. The remaining balance on the Gift Card that is expired will be deleted. The term of validity of the Gift Card cannot be extended. The user or the beneficiary is not entitled to any refund with respect to the card balance not utilized before the expiry of the card's term of validity.

**i) In-Flight Entertainment (Fly & Watch):** Fly & Watch is a closed-circuit entertainment platform available on Pegasus Scheduled Flights where travelling Passengers may access film, TV series, travel guide, magazine, programs for children, games and similar content through their own mobile devices and laptop computers using wi-fi. The technical infrastructure and the platform content is provided by IMMFLY Turkey Havaçılık Teknolojileri Anonim Şirketi (Turkish Commercial Registry No: 04650814081408400001). Access to the Fly & Watch platform is enabled through the completion of the necessary log-in information and the acceptance of rules on platform use by the user. Certain content on the platform is only available on a paid-basis and access fee is separately collected for each Scheduled Flight. Paid Fly & Watch content access can be purchased on board or before the flight on the Pegasus Website or using the Pegasus Mobile Applications. When purchased on-line and prior to the flight the access code generated for the Passenger is delivered to by SMS and e-mail. The access code is provided for the exclusive use of the purchasing Passenger and cannot be transferred. The access code is only valid for the Scheduled Flight for which it is purchased. If access to the Fly & Watch platform is unavailable on a Pegasus Scheduled Flight for technical reasons, the Passengers will be entitled to a full refund of their access fee payment. Fly & Watch access purchased prior to the flight can be cancelled for a full refund until 4 hours before the flight.

**j) Installment Fee:** For credit card purchases made through Pegasus Communication Channels and Pegasus agency sale system, installment payment options may apply depending on the agreement with the issuer bank. Installment payment options are not offered in purchases regarding international flights as per the decision announced by the Banking Regulation and Supervision Agency on 31 July 2023, where it is decided that the installment periods applied for the credit cards, determined by the Board Decision dated 11/01/2019 and numbered 8198, do not apply to expenditures abroad in connection with airlines, travel agencies and accommodation and that installment payment options are not allowed in such expenditures abroad. In this context, payment with installments is only available for purchases related to our domestic flights but is not offered for purchases related to international flights and North Cyprus flights. The Installment Fee, applicable for certain number of installments, is calculated based on the total amount to be paid as shown on the payment page, the number of installments and the applicable cost. This additional fee will be notified to the user prior to the completion of payment. Installment Fee may not be refunded in any case, if Ticket is cancelled by Passengers. Installment charged in Ticket purchased with installment is reflected in Cancellation and Change of the Ticket.

**k) Charged Short Message ("SMS") Service:** A one-time service offered to Passengers requesting to receive ticket details via short message to the specified phone number for an additional fee during ticket purchase. The Charged SMS Service purchased during the ticket purchase only covers the details of the purchased ticket. Any additional short messages in case of cancellation or change of the purchased ticket are not sent within the scope of the Charged SMS Service. There is no right of refund in Charged SMS Service.

### 3.3. Sales and Distribution Channels

**3.3.1.** Scheduled Flight services and Ancillary Products and Services offered by Pegasus are offered through the Pegasus Communication Channels and Travel Agents, subject to the terms and conditions set out in the Pegasus General Rules.

**3.3.2.** Pegasus does not offer its products or services on any channel other than those explicitly mentioned here and does not assume any responsibility for any transaction carried out by unauthorized persons.

**3.3.3.** Certain requests for Special Services such as unaccompanied minors and transportation of pets may only be processed through a specific Pegasus Communication Channel. Please carefully review instructions in the relevant section of the Pegasus General Rules for special circumstances.

### 3.4. Codeshare Flights

**3.4.1.** Pegasus may operate Codeshare Flights or sell Tickets for Codeshare Flights in accordance with the airline cooperations in which it participates.

**3.4.2.** Whenever Pegasus issues Tickets for Codeshare Flights operated by another carrier, the relevant Flight may be carried out by another carrier. In these circumstances the terms and conditions of the operating carrier regarding the operation of the flight will apply and the terms and conditions of the operating carrier varying from the Pegasus General Rules in this respect will constitute contractual terms between the operating carrier and the Passenger. The operating carrier's terms and conditions may provide for different terms than the Pegasus General Rules especially regarding check-in and boarding rules and deadlines, rules applicable inside the aircraft, baggage rules, carriage items and special services, infants, children and passengers with reduced mobility and special health condition, suitability for travel and traveling with pets. You can find detailed information regarding these items on the operating carrier's communication channels.

**3.4.3.** The operating carrier conducting the Codeshare Flights is communicated during the issuing of the Ticket, and if the operating carrier is not certain at that time whenever the operating carrier is definitively determined. If the Ticket is issued through a communication and sales channel other than the Pegasus Communication Channels, the issuing Travel Agent is also responsible for the delivery of information on the identity of the operating carrier and any changes.

## 4. SALES RULES FOR TICKETS AND ANCILLARY PRODUCTS AND SERVICES

### 4.1. General Sales Rules and Limitations

**4.1.1.** Each PNR and Tickets covered by a PNR is produced for a specific Passenger and cannot be assigned to another person or the identity of the Passenger cannot be modified.

**4.1.2.** Passengers who wish to indicate invoice details on their Ticket must deliver the requisite information to Pegasus before concluding the booking of their Ticket. Passengers who wish to include their invoice details on the Ticket must provide the necessary information to Pegasus prior to the conclusion of the Ticketing process. Invoice details cannot be amended once the E-Ticket is produced with an electronic stamp of approval.

**4.1.3.** All transactions to be carried out on the Pegasus Website must be carried out correctly and according to the instructions shown. Pegasus does not assume any responsibility for any user-related errors or mistakes, including during the booking of the Ticket and during Ticket change, cancellation and refund transactions.

**4.1.4.** When you are booking Tickets on the Pegasus Website you can carry out one transaction for a maximum of nine passengers and eight different Scheduled flights. Group reservations can be booked on the Pegasus Website only by Pegasus BolBol Program Members for ten to 25 passengers and subject to the special terms stipulated in section [4.7. Group Reservation Bookings on Pegasus Website](#). Please review the special rules applicable for group reservation bookings. You will not be allowed to purchase separate Tickets with the same credit card in one day. Group sales transactions other than those described can be transacted through Travel Agents for groups of 26 passengers or more. (up to 100 passengers).

**4.1.5.** Pegasus does not assume any responsibility for transactional errors, connection errors, data mismatch or loss, delay in communication or transaction or cyber-attacks generally disrupting Ticketing or the sale of Ancillary Products and Services or disrupting individual transactions, for reasons that do not originate from itself.

**4.1.6.** Pegasus reserves its right to deny carriage of persons whom are issued Tickets through any violation of the law or the Pegasus General Rules.

### 4.2. Validity of Tickets

**4.2.1.** Tickets are valid for a period of one year from the date of the first Flight covered in the Ticket. The same rule applies to Tickets subject to changes. Please refer to [4.3. Open-Ended Ticket](#) for information on the validity of Tickets reissued as open-ended tickets.

**4.2.2.** No transactions will be allowed on an expired Ticket and these Tickets cannot be further changed or cancelled or refunded except as provided in this Paragraph. Passengers will lose all their rights and claims for expired Tickets except for their right to claim the refund of Airport Taxes for unflown Flights.

4.2.3. Whenever the Ticket is purchased in a single transaction as part of codeshare or interline flights where Pegasus participates, all flights covered in the Ticket must be flown in the order shown in the Ticket. If the Passengers fail to take a flight indicated on their Ticket, they will lose all their rights and claims for the remaining flights shown on the Ticket.

4.2.4. For Scheduled Flights subject to a Ticket, no changes or cancellations can be made after the departure of the flight. See **5. Ticket Change and Cancellation Rules** for details.

### 4.3. Open-Ended Ticket

4.3.1. Open-ended Tickets are valid for a period of one year from the date of reissue of the Ticket as open-ended.

4.3.2. Requests to have a Ticket reissued as open-ended will be carried-out as Ticket change.

4.3.3. When an open-ended Ticket is reissued for a new date and flight, the flight date cannot extend beyond the validity of the open-ended Ticket.

4.3.4. During the reissuing of the open-ended Ticket, the Ticket change charges for the relevant fare class will be charged to the Passenger.

4.3.5. The applicable Service Fee for the relevant Pegasus Communication Channel will be charged during the reissuing of the open-ended ticket for a new flight. The special Service Fee rules for Travel Agents will apply if the same transaction is carried out through a Travel Agent. Any difference between the Base Fare, Fuel Surcharge, Airport Taxes, Check-in Fee and Service Fee will also be charged to the Passenger.

4.3.6. Package contents in Tickets issued within the scope of Saver Plus and Comfort Flex Packages cannot be carried over to the Open Ticket. The difference in price is refunded to our passenger by converting the Open Ticket to Saver Package.

4.3.7. The special Ticket change rules for Business Flex Package will apply for the reissuing of Ticket issued under Comfort Flex Package as open-ended Tickets.

4.3.8. Open-ended Tickets cannot benefit from special fares subject to promotional campaigns when they are reissued for a date falling within the promotion period.

4.3.9. Tickets can only be re-issued as open ended with a connecting flight segment to a Scheduled Flight between Istanbul Sabiha Gokcen and Ankara Esenboğa, Antalya or Izmir Adnan Menderes Airports, or between Antalya and Adana Airports.

4.3.10. Group tickets cannot be re-issued as Open-Ended Ticket.

4.3.11. In case Open-Ended Ticket is cancelled, only Check-in Fee and Airport Taxes are refunded. Service Fee, Base Fare and Fuel Surcharge are not refunded under no circumstances.

4.3.12. Since Open-Ticket is not dated, cancellation rules set out under 5.6. and 5.7. are not applicable for Open-Ended Ticket.

### 4.4. Information on Transportation Fare and Fare Classes

4.4.1. The Transportation Fare is composed of (a) Base Fare, (b) Fuel Surcharge, (c) Airport Taxes, (d) Check-in Fee and (e) Service Fee. Each of the said price components constitute an inseparable part of the all-inclusive price paid for the Passenger for transportation services. The different price components are provided for the information of the Passengers through different sales channels in accordance with the regulations of the SHGM and the standards defined by IATA. In this respect:

a) **Base Fare**, represents the Fare component determined by Pegasus applicable for the fare class to which the Scheduled Flight covered in a Ticket is subject to. In line with its price management policies, Pegasus implements dynamic pricing for the different fare classes determined for all its flights.

b) **Fuel Surcharge**, represents a special cost component of the Fare, indicated separately from the Base Fare as fuel is the most significant cost item for airlines. Fuel surcharge is also affected by the fuel agreements and fuel hedging undertaken by each airline. Pegasus implements a one-way fixed fuel surcharge for domestic, North Cyprus and international flights (or its equivalent in another foreign currency). Please [click here](#) to review fuel surcharges applied by Pegasus.

c) **Airport Taxes or Tax(es)**, represents, as a special cost component of the Fare, the per passenger service fee amount and other tax charges that are paid by Pegasus to the airport/terminal operator of the airports where the Scheduled Services covered by the Ticket are performed or other tax authority. Taxes are determined according to the applicable tariffs and fares valid as of the ticketing date.

d) **Check-in Fee**, is the component of the Fare that allows for the charge of the costs required for a regular uninterrupted system infrastructure and service for Check-in transactions each Passenger is obliged to carry out for their Scheduled Flights. Check-in fee is charged on all Pegasus sales channels and is not affected by how Check-in is made by the Passenger. Check-in fee is charged during the booking of the Ticket as a per person and per flight for all domestic, North Cyprus and international flights (or its equivalent in another foreign currency). Check-in fee is determined separately for each route. For transit flights carried-out using the same flight number a single Check-in fee is applied whereas Check-in fees are collected separately for transit flight legs carried-out with different flight numbers. Please [click here](#) to review check-in fees applied by Pegasus.

e) **Service Fee**, is the component of the Fare collected as part of the Flight services provided and that allows for the charge of the costs of the individual sales channel in respect of the booking of the Ticket through the Pegasus Website, Pegasus Mobile Applications, Pegasus Call Center or Travel Agents. Service Fee can be determined differently for each sales channel and may be determined separately for each route and for the fare class of the relevant Ticket. The necessary costs for the regular and uninterrupted operation of the Pegasus Website, Pegasus Mobile Applications and the Pegasus Call Center are taken into consideration in the determination of the Service Fee for these channels. For Tickets issued through Travel Agents, the Service Fee collected as part of the Flight services provided is directly charged by the Travel Agent and represents the Agent's revenue from the transaction. The Agents determine their own Service Fee. Please [click here](#) to review the recommended Agency Service Fee for Pegasus Scheduled Flights. Exceptional differences may occur in terms of recommended Agency Service Fee on specific routes.

4.4.2. The Service Fee charged during the booking of the Ticket is non-refundable. Detailed information on refundability of the other Fare components is provided in **5. Ticket Change and Cancellation Rules**. An additional Service Fee will be charged for Ticket change transactions carried out through the Pegasus Call Center or Travel Agents.

4.4.3. Cost increases occurring after the purchase of the Ticket and until the flight will not be reflected on the price paid for the Ticket. However; increases in the Airport Taxes or other taxes imposed on the Ticket price may need to be separately collected from or refunded to the Passengers. You may therefore be asked to pay unpaid Airport Taxes and charges.

4.4.4. Pegasus may, at its sole discretion, implement discounts on the Fuel Surcharge, the Check-in Fee or the Service Fee or may waive some or all of these components for specific Scheduled Flights to be able to offer promotional low fares.

### 4.5. Information on Flight Packages

4.5.1. All Tickets issued by Pegasus will be covered by a Flight Package chosen by the Passenger during the booking process.

4.5.2. Saver Package, Saver Plus Package and Comfort Flex Package are offered for scheduled Domestic Flights; Light Package is offered together with the three packages stated above for scheduled International and North Cyprus Flights.

4.5.3. Basic Package is only available for international and North Cyprus flights and does not grant the Passenger any Checked Baggage allowance. Tickets subject to Basic Package can only be purchased through the Pegasus Website and Pegasus Mobile Applications.

4.5.4. Detailed information on the content of each Flight Package is provided on the [Pegasus Website](#).

### 4.6. Information on Payment Transactions

4.6.1. Tickets can be purchased through the Pegasus Communication Channels only using Visa or Master Card credit cards and bank/ATM cards that allow for 3D transactions. Please refer to **3.2.1 (j) Ancillary Products and Services** for a description of installment options that may be available for credit card purchases made through Pegasus Communication Channels and Pegasus agency sale system and the applicable Installment Fee.

4.6.2. The following payment methods are the only exceptions to the foregoing rule:

a) If you have a bank account number in Germany, you can make payment by ELV (electronic wire transfer). This payment method can only be used until seven days before departure of your flight.



b) If you have an internet bank account with ABN Ambro, ASN Bank, Friesland Bank, ING, Knab, Rabobank, SNS Bank, SNS Regio Bank, Triodos or Van Lanschot in the Netherlands, you can use the Ideal payment method.

c) You can use the Sofort payment method for payments denominated in EUR and in jurisdictions the Sofort payment system is recognized. Sofort payment method allows you to make online payment from your bank account. When you choose the Sofort payment option on the payment page you will be directed to the Sofort system and once the payment instructions are successfully completed you will be redirected to the Pegasus Website. Please make sure that you do not close your browser before you are redirected.

4.6.3. Pegasus does not assume any responsibility for any delay or failure in the delivery of confirmation messages for reasons originating from the user or third parties that do not provide services on behalf of Pegasus.

4.6.4. The following rules apply for unauthorized or fraudulent credit card transactions:

a) Credit card payment must be approved by the person who named as the titular of the credit card. Pegasus implements various measures to verify this and to prevent unauthorized credit card use. These measures do not constitute a warranty by Pegasus that unauthorized credit card use will always be prevented but aim to identify unauthorized or fraudulent credit card transactions through detailed analysis.

b) Pegasus may always request that the credit card used for the Ticket purchase is displayed by the cardholder together with valid identification (passport, national identification, driver's license or family record book – livret de famille) prior to the flight at the Airport Ticket Sales Office of the Check-in counters.

c) Pegasus reserves its right to cancel and terminate all transactions involving suspected unauthorized or fraudulent credit card payment and the relevant Contract of Carriage or other contract for the provision of products and services without prior notice. Without any limitation, the following circumstances will be deemed to constitute valid reasons for cancellation of transactions based on unauthorized or fraudulent credit card use:

- Failure to communicate with the counterpart for whom contact details are given as part of the potentially unauthorized or fraudulent transaction;
- Failure to present the contact information of the credit card holder to Pegasus despite a request in this respect for control purposes;
- A complaint filed by the credit card holder with Pegasus or the bank issuing the card, arguing that the transaction has been carried out against her/his will;
- A transaction being carried out using a credit card previously used for an unauthorized or fraudulent credit card transaction or by a person or in the name of a person who has been involved in unauthorized or fraudulent credit card use;
- Multiple credit card authorization attempts or the entry of different authorization information for the same card more than once in respect of a purchase;
- here may be other circumstances that justify a conclusion that a transaction involves unauthorized or fraudulent credit card use.

## 4.7. Group Reservation Bookings on Pegasus Website

4.7.1. Group reservation bookings for at least ten and maximum of 25 passengers under a single PNR can be carried out on the Pegasus Website, subject to the special rules stipulated in this section. For any and all matters that are not otherwise regulated in this section, Pegasus General Rules shall apply.

4.7.2. Only Pegasus BolBol Program Members can make a group reservation booking. Those without a Member account or those failing to log in to the Pegasus Website as a Member will not be allowed to carry out a group reservation booking.

4.7.3. Group bookings can only be made on Pegasus Scheduled Flights if there is 72 hours or more before the scheduled flight time. Group bookings cannot be made for Codeshare Flights where another airline performs the flights. At the time of the group reservation booking, users can select Light Package, Saver Package or Saver Plus Package for Ticketing, depending on availability of these Flight Packages on domestic, North Cyprus and international routes. Comfort Flex Package is not available for group reservation bookings. Cabin Baggage and Pegasus Flex products are not on sale either for group reservation bookings.

4.7.4. As part of a group reservation booking, users will be granted an option for 120 minutes for domestic Scheduled Flights and 180 minutes for North Cyprus and international Scheduled Flights over the same Transportation Fee for all passengers covered in the same booking. Passenger information covered by the PNR must be completed and Ticketing must be completed within the said option frame. Passenger names under the PNR can be changed during the option period and until Ticketing is made. Users will not be entitled to any rights for reservation records that are not Ticketed within the given option frame. Tickets can be issued for the PNRs under a group reservation booking only by bank credit card payment or payment using BolPoints or Pegasus Gift Cards.

4.7.5. Passengers under a group reservation booking can be divided into a separate PNR only if the initial PNR maintains at least ten passengers. PNR division cannot be made for group reservation bookings at the option stage. Once Ticketing is finalized, requests for name changes must be communicated to [GROUPSALESSUPPORT@flypgs.com](mailto:GROUPSALESSUPPORT@flypgs.com) by e-mail until at least 48 hours in advance of the scheduled departure of the first Scheduled Flight in the PNR and up to 10% of all passengers in the group. Rules under section **5.4. Refund Rules Specific to Reissue and Refund Claims Submitted Within Specific Time Following Ticket Purchase** do not apply for PNRs under a group reservation booking. For all other reissue and refund requests, the provisions set out in section **5. Ticket Change and Cancellation Rules** shall apply.

4.7.6. Pegasus may offer, from time to time, special offers for PNRs under a group reservation booking regarding the sale of Ancillary Products and Services, BolPoint entitlement and other products and services. These special offers shall be made available only to the extent they are expressly disclosed on the Pegasus Website or in any informative communication sent out to the users for their group reservation bookings.

## 5. TICKET CHANGE AND CANCELLATION RULES

### 5.1. General Information on Ticket Changes and Cancellations

5.1.1. Please review the charts on Ticket Change and Cancellation Rules in Sections 5.6 and 5.7. Besides the transaction charges, deductions and refund conditions stated in this Section for all Ticket change (reissue) and Ticket cancellation (refund) transactions, any difference between the applicable fare classes of the Ticket price arising from reissue transactions will be separately collected. Special reissue and refund rules will apply for Tickets issued under the Comfort Flex Package. Special rules applicable to Pegasus Flex (Flexible Ticket Change and Cancellation Option) specified in 3.2. Ancillary Products and Services are valid whenever this product is separately purchased.

5.1.2. Refunds will only be made to the credit card and the holder of the credit card used for payment, by the issuing channel for the Ticket.

5.1.3. If you purchased your Ticket from the Pegasus Website, Pegasus Mobile Applications, Pegasus Call Center or Airport Ticket Sales Offices, you can carry out your reissue and refund transactions online under the "Manage My Flight" tab on the home page screen by entering your PNR number and last name information through any of the on-line sales channels indicated above. If you purchased your Ticket from a Travel Agent, you can carry out your reissue and refund transactions through the sales channel of your original booking. Reissue and refund rules indicated here are also valid for Tickets purchased from a Travel Agent. However, service fees may separately be applied by the Pegasus Call Center and Travel Agents for reissue and refund transactions.

5.1.4. When you apply to Airport Ticket Sales Offices to carry out your reissue and refund transactions, you will be asked to present the credit card used for payment and a photo identification (passport, national identification, driver's license or family record book – livret de famille) together with your E-Ticket.

5.1.5. The rules indicated in specific cancellation, refund and termination of carriage provisions in this Section will prevail over general refund rules. Special reissue and refund rules will apply for Tickets issued under the Comfort Flex Package.

5.1.6. Rules regarding the transfer or refund of the Special Services booked for your original flight in case of any reissue or refund will apply as set out in the relevant provisions in this Section.

5.1.7. The Transportation Fare is composed of (a) Base Fare, (b) Fuel Surcharge, (c) Airport Taxes, (d) Check-in Fee and (e) Service Fee. Any difference between the Transportation Fare of the new ticket and the amount remaining after the deduction made from the Transportation Fare of the old ticket will be separately collected in reissue transactions. In case a reissue is made to a Ticket class with a lower fare, you will not be entitled to any reimbursement. When a reissue is made, Tickets purchased in the form of Advantage or Comfort Flex Packages, the Package content will be cancelled, and any Package price difference will be refunded to you. Installment Fee charged in Ticket purchased with installments is reflected in Cancellation and Change of the Ticket.

5.1.8. Passengers who claim refund within the two hours prior to or after the Scheduled Flight departure time are no-show passengers. No-show Passengers may not change their Ticket. In cancellation of Ticket, no-show passengers are not entitled to any refund in terms of Base Fare, Fuel Surcharge, Check-in Fee or Service Fee. Only Airport Taxes will be refunded to no-show passengers. If you purchased your Ticket from the Pegasus Website, Pegasus Mobile Applications, Pegasus Call Center or Airport Ticket Sales Offices, you can submit your refund request online

under the “[Manage My Booking](#)” tab on the home page screen by entering your PNR number and last name information or through the “[Contact Us](#)” tab on the home screen, on a no-charge basis. If you purchased your Ticket from a Travel Agent, you can submit your refund claims to the Travel Agent booking your Flight, or you can contact us through the “[Contact Us](#)” tab on the home screen on a no-charge basis. Upon receipt of your request, the refund amount you are entitled to will be calculated and your claim will be answered within a maximum time of 30 days.

**5.1.9.** Conversion of Tickets to open-ended Tickets will be treated as a reissue transaction.

In the event of cancellations for Tickets purchased through payments in installment, the refund will be paid back to the credit card used for the original transaction, again, in installments. Installment Fee or Bank/Credit Commission Fee charged in Ticket purchased with installment is reflected as penalty amount in Cancellation and Change of the Ticket.

**5.1.10** In the event of cancellations for Tickets purchased through payments in installment, the refund will be paid back to the credit card used for the original transaction, again, in installments. Installment Fee charged in Ticket purchased with installment is reflected in Cancellation and Change of the Ticket.

## 5.2. Cancellations and Refunds in Accordance with Passenger Rights Regulations

**5.2.1.** Whenever a Passenger is entitled to a free reissue, cancellation or refund in accordance with the Regulation on the Rights of the Passengers Traveling by Air (SHY-PASSENGER) and additional regulations published by the SHGM in connection with the former, the European Union Regulation No. EC261/2004 and other applicable passenger rights regulations, the transactions will be carried-out in the manner prescribed in the applicable law.

**5.2.2.** Refunds for the Flights falling in the scope of this Section 5.2 and for Pegasus flights connecting with these flights on the same date can be claimed at any time during the validity of the Ticket. The refund for the next connecting Flight will be declined if the Passenger flew with the connecting Flight. Reissue and refund rules will apply for any other Flights covered by the Ticket that are not subject to any flight disruption.

## 5.3. Termination of the Contract of Carriage by Pegasus

**5.3.1.** Pegasus reserves the right to cancel bookings and Tickets and to terminate the Contract of Carriage in any event that constitutes a just cause for maintaining flight safety and flight security, or for the protection of the personal well-being and property of Pegasus, Pegasus passengers, Pegasus employees, as well as its service providers and their employees.

## 5.4. Refund Rules Specific to Reissue and Refund Claims Submitted Within Specific Time Following Ticket Purchase

**5.4.1.** If you purchased your Ticket from the Pegasus Website or through Pegasus Mobile Applications, and if you change or cancel your Ticket through the said channels, no transaction charge will apply to this transaction in the following circumstances:

- a) If there are 24 hours or less left for the Scheduled Flight departure time on your Ticket, the reissue must be made or the refund claim must be submitted within 30 minutes of the completion of the original purchase; or
- b) If there are 24 hours to 72 hours left for the Scheduled Flight departure time on your Ticket, the reissue must be made or the refund claim must be submitted within 60 minutes of the completion of the original purchase; or
- c) If there are more than 72 hours left for the Scheduled Flight departure time on your Ticket, the reissue must be made or the refund claim must be submitted within 24 hours of the completion of the original purchase.

**5.4.2.** If you purchased your Ticket from the Pegasus Call Center, through an Airport Ticket Sales Office or a Travel Agent, and if you change or cancel your Ticket through the Pegasus Website, no transaction charge will apply to this transaction in the following circumstances:

- a) If there are 72 hours or less left for the Scheduled Flight departure time on your Ticket, the reissue must be made or the refund claim must be submitted within 60 minutes of the completion of the original purchase; or
- b) If there are more than 72 hours left for the Scheduled Flight departure time on your Ticket, the reissue must be made or the refund claim must be submitted within 12 hours of the completion of the original purchase.

**5.4.3.** Please note that service fees may separately be applied for reissue transactions made through the Pegasus Call Center and Travel Agents.

**5.4.4.** Specific times following the ticket purchase, determined for free of charge changes and reissue and refund rules, shall be calculated by taking into account the date and time of the first Scheduled Flight under PNR records, in relation to all transactions to be made in case there is more than one Schedules Flights existing under one PNR.

**5.4.5.** The special rules stipulated in this section are not valid and do not apply for PNRs under a group reservation booking.

**5.4.6.** In some countries, Airport Taxes cannot be refunded in case of ticket cancellation or reissue.

a) Airport Taxes are not refunded for the below listed countries for tickets that are entitled to be fully refunded:

- Bolivia, Costa Rica, Malaysia, Ecuador, Saudi Arabia, El Salvador, Iran, Dominican Republic, India, Pakistan, Jordan, Egypt

b) Airport Taxes are not refunded for the below listed countries for tickets that are entitled to be fully reissued:

- Costa Rica, Iran, Dominican Republic, India, Pakistan, Jordan, Egypt

## 5.5. Information on Refund Transactions

**5.5.1.** Your refund request will be processed for payment at the close of business by the operating banks unless your account/credit card is suspended or revoked.

**5.5.2.** For reissue/refund transactions carried-out on the Pegasus Reservation and Sales System, an automatic payment message will be communicated to the relevant banks' points of sale. The payment of the transactions accepted by the banks will be reflected on your credit card balance following approximately two to three days if the credit card is issued by a Turkish bank and approximately three to seven days if the credit card is issued by a bank operating in another jurisdiction, and in any event, after the close of business on the date when the reissue/refund transaction is carried out. If reissue/refund is made on the same date of the original transaction the banks do not accept automatic refunds. Therefore, the refunds you are entitled to will be carried out by Pegasus manually on the following business day (excluding weekends and official holidays). Refunds cannot be made to bank (ATM) cards and will therefore be made to the bank account information to be requested from and to be provided by you by way of wire transfer. The time required to reach you to retrieve the necessary information and to process your transaction on queue may affect the time in which you receive your refund payments.

**5.5.3.** If the credit card where refund will be made is suspended or revoked, or if there is a period of six months between the original purchase and the reissue/refund transaction, virtual point of sales systems cannot be used to make refunds and payments will therefore have to be made through manual wire transfer. The timing of the transaction may vary for the reasons stated above.

**5.5.4.** The EDD payment system operated through German bank accounts does allow for automatic refunds. Payments will therefore have to be made through manual wire transfer. The timing of the transaction may vary for the reasons stated above.

## 5.6. Domestic & North Cyprus Flights Reissue and Refund Rules

**5.6.1.** The following prices and rules apply to domestic Scheduled Flights that are not otherwise indicated to be subject to free change or cancellation. Special rules indicated in Note 2 below the table will apply for reissue and refund of Tickets under the ComfortFlex Package.

DOMESTIC SCHEDULED FLIGHTS and DOMESTIC – DOMESTIC CONNECTING FLIGHTS (1), (2), (3), (5), (6)	TIME TO DEPARTURE	RULE	
		G/P/U/T/Z/V/X/S/N Fare Classes	K/H/M/L/B/Y Fare Classes
REISSUE	2 hours and more	TRY 420 transaction charge will apply	TRY 660 transaction charge will apply

<b>CANCELLATION / REFUND</b>	Less than 2 hours	Non-refundable (4)	Non-refundable (4)
	12 hours and more	Non-refundable (4)	Transaction charge will apply
	Less than 12 hours	Non-refundable (4)	Non-refundable (4)

The Transportation Fare is composed of (a) Base Fare, (b) Fuel Surcharge, (c) Airport Taxes, (d) Check-in Fee and (e) Service Fee. For standard changes and cancellations made in accordance with Ticket rules the statements in **5.1. General Information on Ticket Changes and Cancellations** will apply. In transactions concerning ticket change, if the total

- (1) Transportation Fare for the new Scheduled Flight is higher than the total Transportation Fare for the initial Scheduled Flight, the price difference will be charged.

In case of cancellation and change of Tickets issued under the Comfort Flex Package, the rules stated in this footnote apply for 1 (one) time only. The transaction charges indicated in the chart above will not apply for cancellation and change until two hours before Scheduled Flight departure time of Tickets issued under the Comfort Flex Package. In case of Ticket cancellation, the Transportation Fare will be fully refunded, except for the Service Fee. In transactions concerning Ticket change for Tickets issued under the Comfort Flex Package, if the total Transportation Fare for the new Scheduled Flight is higher than the total Transportation Fare for the initial Scheduled Flight, the price difference will be charged. That being said, in case of Ticket change concerning Tickets issued under the Comfort Flex Package, if the total Transportation Fare for the new Scheduled Flight is lower than the total Transportation Fare for the initial Scheduled Flight, the price difference will not be refunded. In case of cancellation and change requests when there is less than two hours before the Scheduled Flight departure time concerning Tickets issued under the Comfort Flex Package, only the Airport Taxes component of the Transportation Fare will be refunded. In case of Ticket change when there is less than two hours before the Scheduled Flight departure time, the Transportation Fare of the new ticket will be charged. Installment Fee charged in Ticket purchased with installment is reflected in Cancellation and Change of the Ticket in any event. Presented below to your attention, is the table summarizing the rules governing the cancellation and change of Tickets within the scope of the Comfort Flex Package in relation to the remaining time to the departure time: **Footnote (2).1 Comfort Flex Package Table**

(2) Transaction	Time to Departure	Rule
<b>Cancellation of Ticket</b>	2 hours and more	Transportation Fare will be fully refunded, except for the Service Fee.
	Less than 2 hours	Only the Airport Taxes component of the Transportation Fare will be refunded.
	2 hours and more	The difference between the Transportation Fare amount of tickets will be charged.
<b>Change of Ticket</b>	2 hours and more	Only the Airport Taxes component of the Transportation Fare will be refunded. The Transportation Fare of the new ticket will be charged.
	Less than 2 hours	Only the Airport Taxes component of the Transportation Fare will be refunded. The Transportation Fare of the new ticket will be charged.

\* Installment Fee charged in Ticket purchased with installment is reflected in Cancellation and Change of the Ticket in any event.

- Fuel Surcharge is non-refundable in the event of cancellation of Tickets under the Saver and Saver Plus Packages. For Ticket changes, if the reissue is made 2 hours or more before the flight, Fuel Surcharge is fully refundable. If there is less than 2 hours to the flight, Fuel Surcharge is non-refundable.
- (3) In all non-refundable reissue and refund transactions Taxes and in reissue and refund transactions made at least 2 hours to the flight Check-in Fee constitute an exception and will be refunded to the Passenger.
- (4) In case of a change or cancellation of domestic Scheduled Flight Tickets including a domestic connecting flight, the rules above apply separately to each flight segment included in the Ticket.
- (5) The Service Fee component of the ticket corresponding to the ticketing service is non-refundable for all Ticket change or cancellation transactions.
- (6)

5.6.2. The following prices and rules apply to North Cyprus Scheduled Flights that are not otherwise indicated to be subject to free change or cancellation. Special rules indicated in Note 2 below the table will apply for reissue and refund of Tickets under the Comfort Flex Package.

NORTH CYPRUS SCHEDULED FLIGHTS (1), (2), (3), (5), (6)	TIME TO DEPARTURE	RULE							
		PROMOTION G/P Fare Classes	STANDARD U/T/Z/V/X/S/Fare Classes	STANDARD N/K Fare Classes	STANDARD H Fare Class	STANDARD M Fare Class	STANDARD L Fare Class	STANDARD B Fare Class	STANDARD Y Fare Class
<b>REISSUE</b>	2 hours and more	EUR 25 transaction charge will apply	EUR 25 transaction charge will apply	EUR 40 transaction charge will apply	EUR 50 transaction charge will apply	EUR 60 transaction charge will apply	EUR 70 transaction charge will apply	EUR 80 transaction charge will apply	EUR 90 transaction charge will apply
	Less than 2 hours	Non-refundable (4)	Non-refundable (4)	Non-refundable (4)	Non-refundable (4)	Non-refundable (4)	Non-refundable (4)	Non-refundable (4)	Non-refundable (4)
<b>CANCELLATION / REFUND</b>	12 hours and more	Non-refundable (4)	EUR 25 transaction charge will apply	EUR 40 transaction charge will apply	EUR 50 transaction charge will apply	EUR 60 transaction charge will apply	EUR 70 transaction charge will apply	EUR 80 transaction charge will apply	EUR 90 transaction charge will apply
	Less than 12 hours	Non-refundable (4)	Non-refundable (4)	Non-refundable (4)	Non-refundable (4)	Non-refundable (4)	Non-refundable (4)	Non-refundable (4)	Non-refundable (4)

The Transportation Fare is composed of (a) Base Fare, (b) Fuel Surcharge, (c) Airport Taxes, (d) Check-in Fee and (e) Service Fee. For standard changes and cancellations made in accordance with Ticket rules the statements in 5.1. General Information on Ticket Changes and Cancellations will apply. In transactions concerning Ticket change, if the total Transportation Fare for the new Scheduled Flight is higher than the total Transportation Fare for the initial Scheduled Flight, the price difference will be charged.

- (1)

In case of cancellation and change of Tickets issued under the Comfort Flex Package, the rules stated in this footnote apply for 1 (one) time only.

The transaction charges indicated in the chart above will not apply for cancellation and change until two hours before Scheduled Flight

departure time of Tickets issued under the Comfort Flex Package. In case of Ticket cancellation, the Transportation Fare will be fully refunded, except for the Service Fee. In transactions concerning Ticket change for Tickets issued under the Comfort Flex Package, if the total Transportation Fare for the new Scheduled Flight is higher than the total Transportation Fare for the initial Scheduled Flight, the price difference will be charged. That being said, in case of Ticket change concerning Tickets issued under the Comfort Flex Package, if the total Transportation Fare for the new Scheduled Flight is lower than the total Transportation Fare for the initial Scheduled Flight, the price difference will not be refunded.

(2)

In case of cancellation and change requests when there is less than two hours before the Scheduled Flight departure time concerning Tickets issued under the Comfort Flex Package, only the Airport Taxes component of the Transportation Fare will be refunded. In case of Ticket change when there is less than two hours before the Scheduled Flight departure time, the Transportation Fare of the new ticket will be charged.

Installment Fee charged in Ticket purchased with installment is reflected in Cancellation and Change of the Ticket in any event. Presented below to your attention, is the table summarizing the rules governing the cancellation and change of Tickets within the scope of the Comfort Flex Package in relation to the remaining time to the departure time:

Transaction	Time to Departure	Rule
Cancellation of Ticket	2 hours and more	Transportation Fare will be fully refunded, except for the Service Fee.
	Less than 2 hours	Only the Airport Taxes component of the Transportation Fare will be refunded.
	2 hours and more	The difference between the Transportation Fare amount of tickets will be charged.
Change of Ticket	Less than 2 hours	Only the Airport Taxes component of the Transportation Fare will be refunded. The Transportation Fare of the new ticket will be charged.

\* Installment Fee charged in Ticket purchased with installment is reflected in Cancellation and Change of the Ticket in any event.

- (3) Fuel Surcharge is non-refundable in the event of cancellation of Tickets under the Light Package, Saver Package and Saver Plus Package. For Ticket changes, if the reissue is made 2 hours or more before the flight, Fuel Surcharge is fully refundable. If there is less than 2 hours to the flight, Fuel Surcharge is non-refundable.
- (4) In all non-refundable reissue and refund transactions Taxes constitute an exception and will be refunded to the Passenger.
- (5) Connecting flight rules under Sections 5.6.1. and 5.7.1 apply to the domestic and international Scheduled Flights connecting aNorth Cyprus Scheduled Flight.
- (6) The Service Fee component of the ticket corresponding to the ticketing service is non-refundable for all Ticket change or cancellation transactions.

### 5.7. International Flights Reissue and Refund Rules

5.7.1. The following prices and rules apply to international Scheduled Flights that are not otherwise indicated to be subject to free change or cancellation. Special rules indicated in Note 2 below the table will apply for reissue and refund of Tickets under the Comfort Flex Package.

INTERNATIONAL SCHEDULED FLIGHTS (1), (2), (3), (4), (8)	TIME TO DEPARTURE	PROMOTION G/P Fare Classes	PROMOTION U Fare Class	PROMOTION T Fare Class	STANDARD Z/V/X/S Fare Classes	STANDARD N/K Fare Classes	STANDARD H Fare Class	STANDARD M Fare Class	STANDARD L Fare Class	STANDARD B Fare Class	STANDARD Y Fare Class
REISSUE	2 hours and more	Non-refundable (5)	EUR 40 transaction charge will apply	EUR 55 transaction charge will apply	EUR 80 transaction charge will apply	EUR 95 transaction charge will apply	EUR 110 transaction charge will apply	EUR 130 transaction charge will apply	EUR 145 transaction charge will apply	EUR 165 transaction charge will apply	EUR 230 transaction charge will apply

Less than 2 hours	Non-refundable(5)	Non-refundable(5)	Non-refundable(5)	Non-refundable (5)	Non-refundable(5)	Non-refundable(5)	Non-refundable(5)	Non-refundable(5)	Non-refundable(5)	Non-refundable(5)
<b>TIME TO DEPARTURE</b>	<b>PROMOTION G Fare Class</b>	<b>PROMOTION P/U/T/Z/V Fare Classes</b>	<b>STANDARD X/S Fare Classes</b>	<b>STANDARD N/K/H Fare Classes</b>	<b>STANDARD M Fare Class</b>	<b>STANDARD L Fare Class</b>	<b>STANDARD B Fare Class</b>	<b>STANDARD Y Fare Class</b>		
12 hours and more than 12 hours	Non-refundable(5)	Non-refundable(5)	EUR 95 transaction charge will apply	EUR 110 transaction charge will apply	EUR 140 transaction charge will apply	EUR 165 transaction charge will apply	EUR 190 transaction charge will apply	EUR 265 transaction charge will apply		
<b>CANCELLATION / REFUND</b>										
Less than 12 hours	Non-refundable(5)	Non-refundable(5)	Non-refundable(5)	Non-refundable(5)	Non-refundable(5)	Non-refundable(5)	Non-refundable(5)	Non-refundable(5)		

**INTERNATIONAL – DOMESTIC CONNECTING FLIGHTS (6)**

	TIME TO DEPARTURE	RULE (For all I/E/W/F/A/J/C Fare Classes)
<b>REISSUE</b>	More than 72 hours	30% of the price will be deducted
	Between 72-24 hours (24 hours included, 72 hours excluded)	50% of the price will be deducted
	Less than 24 hours	Non-refundable (5)
<b>CANCELLATION / REFUND</b>	More than 72 hours	30% of the price will be deducted
	Between 72-24 hours (24 hours included, 72 hours excluded)	50% of the price will be deducted
	Less than 24 hours	Non-refundable (5)

**INTERNATIONAL – INTERNATIONAL CONNECTING FLIGHTS (7)**

	TIME TO DEPARTURE	PROMOTION Q/I Fare Classes	PROMOTION E/W Fare Classes	STANDARD F/A/J/C Fare Classes
<b>REISSUE</b>	More than 72 hours	Non-refundable (5)	USD 55 transaction charge will apply	USD 85 transaction charge will apply
	Between 72-2 hours (2 hours included, 72 hours excluded)	Non-refundable (5)	USD 55 transaction charge will apply	USD 90 transaction charge will apply
	Less than 2 hours	Non-refundable(5)	Non-refundable(5)	Non-refundable(5)
<b>CANCELLATION / REFUND</b>	More than 72 hours	Non-refundable (5)	Non-refundable (5)	USD 130 transaction charge will apply
	Between 72-12 hours (12 hours included, 72 hours excluded)	Non-refundable (5)	Non-refundable (5)	USD 150 transaction charge will apply
	Less than 12 hours	Non-refundable (5)	Non-refundable (5)	Non-refundable (5)

(1) The Transportation Fare is composed of (a) Base Fare, (b) Fuel Surcharge, (c) Airport Taxes, (d) Check-in Fee and (e) Service Fee. For standard changes and cancellations made in accordance with Ticket rules the statements in **5.1. General Information on Ticket Changes and Cancellations** will apply. In transactions concerning Ticket change, if the total Transportation Fare for the new Scheduled Flight is higher than the total Transportation Fare for the initial Scheduled Flight, the price difference will be charged.

In case of cancellation and change of Tickets issued under the Comfort Flex Package, the rules stated in this footnote apply for 1 (one) time only. The transaction charges indicated in the chart above will not apply for cancellation and change until two hours before Scheduled Flight departure time of Tickets issued under the Comfort Flex Package. In case of Ticket cancellation, the Transportation Fare will be fully refunded, except for the Service Fee. In transactions concerning Ticket change for Tickets issued under the Comfort Flex Package, if the total Transportation Fare for the new Scheduled Flight is higher than the total Transportation Fare for the initial Scheduled Flight, the price difference will be charged. That being said, in case of Ticket change concerning Tickets issued under the Comfort Flex Package, if the total Transportation Fare for the new Scheduled Flight is lower than the total Transportation Fare for the initial Scheduled Flight, the price difference will not be refunded. In case of cancellation and change requests when there is less than two hours before the Scheduled Flight departure time concerning Tickets issued under the Comfort Flex Package, only the Airport Taxes component of the Transportation Fare will be refunded. In case of Ticket change when there is less than two hours before the Scheduled Flight departure time, the Transportation Fare of the new ticket will be charged. Installment Fee charged in Ticket purchased with installment is reflected in Cancellation and Change of the Ticket in any event. Presented below to your attention, is the table summarizing the rules governing the cancellation and change of Tickets within the scope of the Comfort Flex Package in relation to the remaining time to the departure time: **Footnote (2).1 Comfort Flex Package Table**

(2)	Transaction	Time to Departure	Rule
<b>Cancellation of Ticket</b>		2 hours and more	Transportation Fare will be fully refunded, except for the Service Fee.
		Less than 2 hours	Only the Airport Taxes component of the Transportation Fare will be refunded.
<b>Change of Ticket</b>		2 hours and more	The difference between the Transportation Fare amount of tickets will be charged.
		Less than 2 hours	Only the Airport Taxes component of the Transportation Fare will be refunded. The Transportation Fare of the new ticket will be charged.

\* Installment Fee charged in Ticket purchased with installment is reflected in Cancellation and Change of the Ticket in any event.

(3) Fuel Surcharge is non-refundable in the event of cancellation of Tickets under the Light Package, Saver Package and Saver Plus Package. For Ticket changes, if the reissue is made 2 hours or more before the flight, Fuel Surcharge is fully refundable. If there is less than 2 hours to the flight, Fuel Surcharge is non-refundable.

(4) All reissue and refund charges and amounts will be converted to local currency for Scheduled Flights involving a point of origin or destination in Turkey, Denmark, England, Sweden or Switzerland.

(5) In all non-refundable reissue and refund transactions Taxes and in reissue and refund transactions made at least 2 hours to the flight Check-in Fee constitute an exception and will be refunded to the Passenger.

(6) Applies only for the domestic connecting leg for international flights. International Flights Ticket Change and Cancellation Rules will apply to the international leg. Domestic & North Cyprus Flights Ticket Change and Cancellation Rules will apply to non-connecting domestic flights or domestic flights with domestic connections

(7) Applies only for the international connecting leg of tickets with international connecting flights. International Flights Ticket Change and Cancellation Rules will apply to the first international leg as well as all non-connecting international flights.

(8) The Service Fee component of the ticket corresponding to the ticketing service is non-refundable for all Ticket change or cancellation transactions.

**5.8. Rules Relating to the Transfer or Refund of Special Services and Package Content in the Event of Ticket Changes and Cancellations**

**5.8.1.** The following rules apply to the transfer or refund of Special Services booked for all domestic, North Cyprus and international Scheduled Flights where the Ticket is subject to reissue or refund.

**RULE**

ALL SCHEDULED FLIGHTS	TIME REMAINING TO FLIGHT	PEGASUS CAFÉ	SEAT SELECTION	CHECK - IN BAGGAGE AND CABIN BAGGAGE (3) ALLOWANCE	SPECIAL SERVICE
	23 hours and more	The service is carried over to the new flight (1)		Check - in Baggage: Service is transferred to the new Flight. Cabin Baggage (3): The number of Cabin Baggage is limited for International & North Cyprus Flights only. In cases where the number of Cabin Baggage does not exceed the limit, the service is transferred to the new flight, in case the number of Cabin Baggage exceeds the limit, the Cabin Baggage cannot be transferred over and the relating fee is refunded.	The service shall be carried over to the new flight as long as the limitation for the type of Special Service for the flight is not exceeded, and if exceeded, it shall not be carried over and the fee shall be refunded.
<b>CHANGE OF TICKET</b>	Less than 23 hours	The service shall not be carried over to the new flight, the fee shall not be refunded (2)	If the purchased seat or equivalent is available, the service shall be carried to the new flight, if not, it shall not be carried over and the fee shall be refunded.		
	23 hours and more	The fee shall be refunded	The fee shall be refunded	The fee shall be refunded	The fee shall be refunded
<b>CANCELLATION OF TICKET</b>	Less than 23 hours	The fee shall not be refunded	The fee shall be refunded	The fee shall be refunded	The fee shall be refunded

(1) The service can be transferred to the new flight only if there is 24 hours or more to the Scheduled Flight departure time for the new flight. Otherwise the service will not be transferred and a refund for the service will be made.

(2) The service can be transferred to the new flight only if there is 24 hours or more to the Scheduled Flight departure time for the new flight. Because the order for the original flight cannot be cancelled, the Pegasus Café service fee for the new Scheduled Flight will be charged to the Passenger.

(3) In the Light Package offered on International and North Cyprus flights, our passengers can fly with an Underseat Bag. However, Check - in Baggage and Cabin Baggage allowances are not included in the Light Package. However, the relevant baggage allowances can be purchased separately. Saver, Saver Plus and Comfort Flex Packages include Check - in Baggage and Cabin Baggage allowances in addition to the Underseat Bag.

**5.8.2.** The following rules apply to the transfer or refund of Package content comprising Seat Selection, Checked Baggage Allowance, Pegasus Café and other Special Services booked for all domestic, North Cyprus and international Scheduled Flights where the Ticket is subject to reissue or refund. In addition to the rules set out below, reissue and refund rules indicated in **5.6. Domestic & North Cyprus Flights Ticket Change and Cancellation Rules** and **5.7. International Flights Ticket Change and Cancellation Rules** will apply.

ALL SCHEDULED FLIGHTS	TIME REMAINING TO FLIGHT	RULE LIGHT PACKAGE (1)	SAVER PACKAGE	SAVER PLUS PACKAGE	COMFORT FLEX PACKAGE
	23 hours and more			Package content will be transferred to the new flight if there is available space. (2)	. Package content will be transferred to the new flight if there is available space. (2)
<b>CHANGE OF TICKET</b>	Less than 23 hours	No Package content available for transfer	Check - in Baggage and Cabin Baggage (1) allowance will be transferred to the new flight.	Passengers will be allowed to alter their existing or upgraded packages.	Passengers will be allowed to alter their existing or upgraded packages.
	23 hours and more		Provisions of Sections 5.6 and 5.7 will apply; no special rules for Package content	Provisions of Sections 5.6 and 5.7 will apply and Package price difference is refunded	Provisions of Sections 5.6 and 5.7 will apply and Package price difference is refunded
<b>CANCELLATION OF TICKET</b>	Less than 23 hours				

(1) Only offered for sale on Scheduled International and North Cyprus flights. Check - in Baggage and Cabin Baggage allowances in other packages can be purchased separately and added to the flight.

If the seat purchased on the relevant flight is not available, the seat selection cannot be transferred. Our passenger will be guided to the selection of a new seat. In cases where the catering service cannot be transferred, the passenger will be guided to the selection of a new catering selection. If the passenger does not select until 24 hours before flight, the first available Pegasus Ancillary Product and Service will be automatically assigned to the passenger.

## 6. CHECK-IN

### 6.1. What is Check-in and Why is it Needed?

**6.1.1.** Check-in is required for all Passengers booked on a Ticket to register for their Flight before Boarding the aircraft. During registration, the Passengers will be assigned a seat for the Flight, will hand over their Checked Baggage for carriage to Pegasus, if any, and Check-in must be completed by all Passengers to be able to take their Flight.

**6.1.2.** In all Pegasus Scheduled Flights the Passengers will be automatically assigned a seat during Check-in. Seat selection is not available during Check-in. However, Passengers may purchase Seat Selection as a separate product and travel in a seat they choose (for an additional fee). Detailed information is provided in **3.2. Ancillary Products and Services**.

6.1.3. For reasons of flight safety and flight security, passengers who are below the age of 18, passengers traveling with infants or passengers whose ability to move or health condition is unsuitable to assume the necessary responsibilities in an emergency situation will not be allowed to be seated in emergency exit rows.

## 6.2. Check-in Methods

6.2.1. You can complete your Check-in for your Flight on the Pegasus Website, through Pegasus Mobile Applications, using the boarding pass printing machines (kiosks) or automatic check-in and baggage delivery machines (Express Baggage) located in airports where this service is available and Check-in desks in all airports from which we operate.

## 6.3. Airport Check-in

6.3.1. In all cases where Check-in is not completed by another method, the Passengers must complete their Check-in for their Flight at the airport Check-in desks.

6.3.2. Passengers who have completed their Check-in but who need to hand over their Checked Baggage or another item that is not eligible for transportation inside the aircraft cabin or who have Special Service requests (e.g., persons with reduced mobility, with special health conditions or carrying pets) must apply to the Pegasus Check-in desks at the airport. Baggages may be delivered to the delivery desks in Sabiha Gokcen Airport, where the Express Baggage Service is available.

6.3.3. Please refer to Section 6.6 below for information on Check-in closure times. Passengers failing to complete their Check-in within the said timeframe will lose all their rights and claims for the relevant Flight.

6.3.4. For reasons of flight safety and flight security, passengers who are below the age of 18, passengers traveling with infants or passengers whose ability to move or health condition is unsuitable to assume the necessary responsibilities in an emergency situation will not be allowed to be seated in emergency exit rows. Please bear in mind that even if you may have completed your Check-in, you may be requested by our staff to sit in a seat other than the seat assigned to you during Check-in due to a change in the aircraft type or on grounds of flight safety and flight security.

## 6.4. Online Check-in

6.4.1. Online Check-in is a convenience service that allows you to complete your Check-in through the Pegasus Website or Pegasus Mobile Applications before arriving at the airport. You can also benefit from the use of the Mobile Barcode in several airports that support this infrastructure. Passengers who have completed their Check-in online but who need to hand over their Checked Baggage or another item that is not eligible for transportation inside the aircraft cabin or who have Special Service requests (e.g., persons with reduced mobility, with special health conditions or carrying pets) must apply to the Pegasus Check-in desks at the airport. Baggages may be delivered to the delivery desks in Sabiha Gokcen Airport, where the Express Baggage Service is available.

6.4.2. Online Check-in cannot be offered for Flights departing from certain airports. Please refer to the Pegasus Website for information on the availability of Online Check-in and Mobile Barcode services at the airports from which we operate.

6.4.3. For reasons of flight safety and flight security, passengers who are below the age of 18, passengers traveling with infants or passengers whose ability to move or health condition is unsuitable to assume the necessary responsibilities in an emergency situation will not be allowed to be seated in emergency exit rows. Please bear in mind that even if you may have completed your Check-in online, you may be requested by our staff to sit in a seat other than the seat assigned to you during Check-in due to a change in the aircraft type or on grounds of flight safety and flight security.

6.4.4. Passengers are required to correctly enter the information requested during online Check-in.

6.4.5. While Checking-in online, you can Check-in other Passengers booked in the same PNR and sit next to or close to each other.

6.4.6. Please refer to Section 6.6 below for information on Check-in closure times. Passengers failing to complete their Check-in within the said timeframe will lose all their rights and claims for the relevant Flight.

## 6.5. Boarding Pass Printing Machines (Kiosk) or Automatic and Baggage Delivery Check-in

6.5.1. Kiosk Check-in and Express Baggage are convenience services that allows you to complete your Check-in through automatic kiosks located at the airports where this service is available. Kiosk machines can also be used to print your boarding passes. Passengers who have completed their Check-in using kiosks but who need to hand over their Checked Baggage or another item that is not eligible for transportation inside the aircraft cabin or who have Special Service requests (e.g., persons with reduced mobility, with special health conditions or carrying pets) must apply to the Pegasus Check-in desks at the airport. Baggages may be delivered to the delivery desks in Sabiha Gokcen Airport, where the Express Baggage Service is available.

6.5.2. Kiosk Check-in cannot be offered for Flights departing from certain airports. Please refer to the [Pegasus Website](#) for information on the availability of kiosk Check-in services at the airports from which we operate. Express Baggage service is available only at Sabiha Gokcen Airport.

6.5.3. For reasons of flight safety and flight security, passengers who are below the age of 18, passengers traveling with infants or passengers whose ability to move or health condition is unsuitable to assume the necessary responsibilities in an emergency situation will not be allowed to be seated in emergency exit rows. Please bear in mind that even if you may have completed your Check-in online, you may be requested by our staff to sit in a seat other than the seat assigned to you during Check-in due to a change in the aircraft type or on grounds of flight safety and flight security.

## 6.6. Check-in Closure Times

6.6.1. Check-in for all our domestic and international Scheduled Flights must be completed within the deadlines indicated below. Passengers failing to complete their Check-in within the said timeframe will lose all their rights and claims for the relevant Flight.

Check-in Channels	Check-in Closure Times	Boarding (Gate) Closure Time
Internet (Online)		
(Domestic Flights) *	60 minutes before departure	
Airport Check-in Desk/Kiosk (Domestic Flights)	45 minutes before departure	20 minutes before departure
Airport Check-in Desk/Kiosk (International Flights)	60 minutes before departure	

\*Check-in closure times for International and North Cyprus Flights vary according to the airport infrastructure availability. Please refer to [the Online Airport Check-In Availability table](#) for details.

6.6.2. All Passengers need to allocate sufficient time for airport security checks, Check-in transactions, processing of Special Service requests, if any, passport control and arrival at the boarding gate and need to present themselves ready for the flight at the boarding gate on time. For this reason and in order not to miss your flight we strongly advise you to be at the departure airport at least two hours before your domestic flights and at least three hours before your international flights.

## 6.7. Documents Requested for Check-in

6.7.1. For all our domestic Scheduled Flights, Check-in can only be completed upon presentation of an official identification document with photo and your Turkish ID number (e.g. national identity document, driver's license, passport or other documents acceptable as passports, family record book – livret de famille, identification issued by official bodies, birth certificates to be presented alongside parent identification up to one month following the date of birth). For all Passengers of age 15 and above the identification must carry a photograph. Passengers who are not Turkish citizens will be asked to present their passport or a foreigner identification issued by the Turkish Ministry of Interior. Document originals must be presented, and Check-in will not be processed based on copies.

6.7.2. For all our international Scheduled Flights, Check-in can only be completed upon presentation of a passport or other documents acceptable as passports. Documents presented for international travel must be documents acceptable for their travel. Document originals must be presented, and Check-in will not be processed based on copies.

6.7.3. Please refer to [10.1. Infants and Children](#) for special rules regarding the travel of infants and children.

## 6.8. Check-in Fee

6.8.1. Check-in Fee constitutes an inseparable part of the all-inclusive price paid for the Passenger for transportation services. Please refer to [4.4. Information on Transportation Fare and Fare Classes](#).

## 7. BOARDING

### 7.1. General Information on Boarding

7.1.1. Boarding covers the final control and acceptance to the aircraft of the Passengers that have completed their Check-in for a Flight. Boarding takes place at the boarding gate determined for the relevant Flight. However, the boarding gates previously announced may always be subject to changes due to operational reasons outside our control and necessitated by priorities at the relevant airport. Our Passengers are responsible for following the announcements and directions on the flight screens inside the terminal.

7.1.2. For all Pegasus Flights boarding ends 20 minutes before departure time. Passengers failing to present themselves at the relevant boarding gate within the said timeframe will lose all their rights and claims for the relevant Flight.

7.1.3. All our Passengers must be issued valid Tickets and must have completed their Check-in for the Flight to be allowed to board our aircraft.

7.1.4. Pegasus may conduct priority boarding on grounds of flight safety, flight security or operational necessities. Unless necessitated otherwise by the relevant circumstances, priority will be given to Passengers who have declared their special service needs to Pegasus. Detailed information for passengers with reduced mobility is provided in [10.4. Passengers with Reduced Mobility and Special Health Condition](#).

### 7.2. Documents Requested for Boarding

7.2.1. During boarding you are required to present the identification used for your Check-in and your boarding pass received from kiosks or the airport Check-in desks or an online Check-in document or Mobile Barcode procured after online Check-in. Passengers who completed their check-in in Sabiha Gokcen Airport for domestic Scheduled Flights, may be accepted to flights with their Turkish Republic identification card, without the need of a boarding pass.

7.2.2. The following documents are accepted for Check-in and boarding:

- For all domestic Scheduled Flights, an official identification document with photo and your Turkish ID number (e.g. national identity document, driver's license, passport or other documents acceptable as passports, family record book – livret de famille, identification issued by official bodies, birth certificates to be presented alongside parent identification up to one month following the date of birth) must be presented. For all Passengers of age 15 and above the identification must carry a photograph. Passengers who are not Turkish citizens will be asked to present their passport or a foreigner identification issued by the Turkish Ministry of Interior. Document originals must be presented, and Check-in will not be processed based on copies.

- For all our international Scheduled Flights, a passport or other documents acceptable as passports must be presented. Documents presented for international travel must be documents acceptable for their travel. Document originals must be presented, and Check-in will not be processed based on copies.

- Please refer to [10.1. Infants and Children](#) for special rules regarding the travel of infants and children.

7.2.3. Passengers who fail to present the necessary documents during boarding will not be allowed to take the Flight even if they are issued with a valid Ticket and/or they have completed Check-in for the relevant Flight.

7.2.4. Passengers are responsible for having the necessary travel documents for their travel and Pegasus does not assume any responsibility as to the correctness or completeness of the necessary travel documentation for our Passengers. Pegasus does not accept any liability in case travel is not allowed by a competent border authority. However, due to legal obligations, Passengers who are identified as failing to have the travel documentation necessary for their travel during boarding document control will not be allowed to take the Flight even if they are issued with a valid Ticket and/or they have completed Check-in for the relevant Flight. Please refer to [11. Suitability for Travel](#) for detailed information. Please refer to Legal Requirements for Travel section [on the Pegasus' WebSite](#) for detailed information about specific and applicable rules for for travelling to some countries.

7.2.5. In addition to the above, Pegasus reserves the right to cancel bookings and Tickets and to terminate the Contract of Carriage in any event that constitutes a just cause for maintaining flight safety and flight security, or for the protection of the personal well-being and property of Pegasus, Pegasus passengers, Pegasus employees, as well as its service providers and their employees, even if Passengers are issued with a valid Ticket and/or they have completed Check-in for the relevant Flight. Please refer to [5.3. Termination of the Contract of Carriage by Pegasus](#).

## 8. RULES APPLICABLE INSIDE THE AIRCRAFT

### 8.1. General Information

8.1.1. The rules set out in this Section are applicable to all Pegasus Flights.

8.1.2. The rules indicated in this Section are informative and are in no way intended to be exhaustive. All Passengers must comply with the law, the rules set out by the carrier and other conditions set out in the Pegasus General Rules and the instructions of the authorized staff in this respect, and to refrain from any actions that may threaten the life or personal property or the regular operation of our flights always during their travel.

8.1.3. Actions in breach of flight rules such as refusing to be seated, securing seat belts, closing over-head bins, arguing with other Passengers or the flight, preventing the flight to perform their duty by force, using slander or abuse against the flight or other Passengers, failing to comply with the instructions of the flight and not complying with the warning signs inside the aircraft, in each case despite appropriate warning, will be reported by Pegasus to the SHGM and may be subject to administrative fines in accordance with the law. Pegasus reserves all rights against such behavior arising from the law or from the Pegasus General Rules.

### 8.2. Prohibition on the Use of Smoke Producing Items and Goods

8.2.1. The use of cigarettes, electronic cigarettes and any other smoke producing items and goods are not permitted on Pegasus Flights.

8.2.2. Actions in breach of the above rule will be reported by Pegasus to the SHGM and may be subject to administrative fines in accordance with the law.

### 8.3. Use of Electronic Devices Inside the Aircraft

8.3.1. Electronic devices, laptop computers and cell phones can be used in aircraft mode after the cabin announcement made before take-off, during the flight and until after the cabin announcement following landing.

8.3.2. All Passengers are required to remove earphones during the pre-Flight security briefing, during take-off and landing even if the connected electronic device is shut down.

8.3.3. No restrictions apply for the use of devices working on micro batteries, sun power, electric watches (including those with a DCF receiver), hearing devices (including those with digital receivers) and heart devices during the Flight.

8.3.4. The use of laptop computers with a CD-ROM reader and drivers with DVD-players, calculators without a printer, CD-player, mini disc and MP3 players, walkmans, computer games and consoles, video cameras and digital recording equipment, monitors (except for those with cathode ray tubes), GPS receivers, electric shavers and electronic toys are only permitted during horizontal flight course. The rights of the other Passengers and the authorized personnel in respect of the protection of their personal data must be respected in the use of all recording devices.

8.3.5. Equipment working on radio frequency, walkie-talkies, remote controlled toys, cathode ray tube screens, wireless computer equipment (mouse, keyboard, etc.), personal computer printers, CD-writers and mini disc recorders on record, portable large stereos, pocket radios (AM/FM) and television receivers cannot be operated at any time before or during the Flight, including take-off and landing.

8.3.6. To prevent the risk of fire inside the aircraft, damaged, broken telephones and other electronic devices must be shut down during the Flight, must not be charged and must not be kept inside Checked Baggage. If the devices carried by the Passengers inside the aircraft cabin are damaged, overheated, if these devices produce smoke or are lost, our Passengers must immediately inform the cabin staff.



8.3.7. Any actions in violation of the rules stated in this Section will be reported by Pegasus to the SHGM and may be subject to administrative fines in accordance with the law.

## 9. BAGGAGE RULES, CARRIABLE ITEMS AND SPECIAL SERVICES

### 9.1. Check - in Baggage

9.1.1. Check-in Baggage covers baggage taken delivery from the Passenger during Check-in for carriage in the aircraft's baggage compartment. Check-in Baggage is received by Pegasus in exchange of a baggage coupon registered to the Passenger's ticket and is carried in a compartment other than the passenger cabin.

9.1.2. Piece and weight restrictions apply to the Check - in Baggage allowance of Passengers on all Pegasus Flights. Please refer to 9.4. **Check-in Baggage Allowance** for Flights with Check-in Baggage allowance and Check-in Baggage allowance restrictions.

9.1.3. The liability of Pegasus as the carrier for any damages to, loss of or delay in the delivery of Check-in Baggage is limited in accordance with the applicable law. For this reason, valuable papers, money, identification, official deeds, jewellery, precious metals, electronic devices and other items with high value or personal worth should not be carried inside the Check -in Baggage. Detailed information regarding the limited liability of the carrier is provided in 13. **Important Notice on the Liability of the Carrier.**

9.1.4. Items that can be carried in Check-in Baggage may be subject to limitations in accordance with the applicable law in the jurisdictions where the Flight takes place, the decisions of the authorized civil aviation authorities, IATA standards and terms and conditions stipulated in the Pegasus General Rules. Pegasus reserves its right not to carry any items that are not allowed for carriage inside the aircraft. Please refer to 9.6. **Limitations on Baggage Content** for limitations on items that can be carried on aircraft.

9.1.5. The maximum weight allowable for a single piece Check-in Baggage is 32 kilograms for all Pegasus Flights. IATA standards and SHGM regulations do not allow for the carriage of Checked Baggage items above this limit.

9.1.6. For your own security please prepare your Check-in Baggage yourself or personally attend to its preparation by others. Please prepare your Check-in Baggage after opening and controlling all closed packages, boxes and wrapped material that will be placed inside. Never accept to carry any item offered to you by others for transportation for someone else. If you do, you will be responsible for the items and any damages arising from these items that will be carried on your behalf and registered to your PNR.

### 9.2. Cabin Baggage

9.2.1. Cabin Baggage covers a maximum of one bag with a size and weight of 55x40x20 cm and 8 kilograms carried by the Passengers with them during the flight. Cabin Baggage is carried inside the cabin in the overhead lockers with the Passenger during the flight. Cabin Baggage and its content is under the scrutiny and responsibility of the Passengers themselves. Each Passenger is personally liable for any forgotten, lost, damaged items or items that cause damage to other Passengers of goods. Pegasus does not assume any responsibility in this regard.

9.2.2. In all of our Domestic Flights, in order to accelerate and facilitate boarding and accommodation inside the aircraft, each Passenger is only allowed to carry one Cabin Baggage with a size of 55 cm x 40 cm x 20 cm free of charge. The weight of the Cabin Baggage shall not exceed the maximum limit of 8 kilograms. Passengers who have more pieces with them will be requested to deliver the excess bags for loading in the aircraft's cargo compartment during boarding. On our domestic flights, it is not allowed to carry an Underseat Bag in addition to the Cabin Baggage allowance; on our domestic flights, our passengers can only carry Cabin Baggage in the specified number, size and weight.

#### *Baggage Allowances for Domestic Flight Packages*

BAGGAGE ALLOWANCE	SAVER PACKAGE	SAVER PLUS PACKAGE	COMFORT FLEX PACKAGE
One (1) Cabin Baggage	Included in the package.	Included in the package.	Included in the package.
Check -in Baggage	Included in the package.	Included in the package.	Included in the package.

9.2.3. For International and North Cyprus flights, under the Light Package only one (1) Underseat Bag with a maximum size and weight of 40x30x15 cm and 3 kg is allowed, however, Cabin Baggage allowance is not available. Under Saver, Saver Plus and Comfort Flex packages, in addition to one (1) Underseat Bag with a maximum size and weight of 40x30x15 cm and 3 kg, one (1) Cabin Baggage with a maximum size and weight of 55x40x20 cm and 8 kg is allowed. In case of bringing pieces which are over the specified dimensions or bringing extra pieces to the cabin as Cabin Baggage and Underseat Bag, an extra fee of 50 EUR for each piece shall be charged at the time of boarding.

#### *Baggage Allowances for International and North Cyprus Flight Packages*

BAGGAGE ALLOWANCE	LIGHT PACKAGE	SAVER PACKAGE	SAVER PLUS PACKAGE	COMFORT FLEX PACKAGE
One (1) Underseat Bag	Included in the package.	Included in the package.	Included in the package.	Included in the package.
One (1) Cabin Baggage	Not included in the package.	Included in the package.	Included in the package.	Included in the package.
Check - in Baggage	Not included in the package.	Included in the package.	Included in the package.	Included in the package.

9.2.4. For International and North Cyprus flights, the number of Cabin Baggage allowance that can be purchased separately or from the relevant flight package selected by each Passenger is limited to one (1).

9.2.5. For International and North Cyprus flights, the number of Cabin Baggage that can be carried in the aircraft for each flight is limited. In case the Light Package is selected and the Cabin Baggage quota is full on the relevant flight, passengers can proceed by purchasing Check - in Baggage allowance and give their baggage as Check - in Baggage to be loaded in the aircraft's cargo compartment. In case there are no more Cabin Baggage allowances left that can be purchased (as the quota is full) for the Light Package, our passengers will be notified of this situation during ticketing and will be informed that they can proceed with Check - in Baggage.

9.2.6. Cabin Baggage allowance is not included under the Light Package for International and North Cyprus flights. If there is a remaining quota of Cabin Baggage allowance available that can be purchased for the relevant flight, our passengers with Light Package can purchase Cabin Baggage allowance via Pegasus Website, Pegasus Mobile Application and through Travel Agencies during ticketing. In case the Cabin Baggage allowance is not purchased at the time of ticketing, it can also be purchased through Pegasus Call Centre and Airport Sales Offices after ticketing.

9.2.7. For International and North Cyprus flights, Cabin Baggage allowance purchased separately with Light Package will be terminated in case the passengers change their ticket to an Open-Ended Ticket; in such a case, the fee for the Cabin Baggage allowance will be refunded. In case passengers who have Cabin Baggage allowance individually purchases with the Light Package upgrade their package to a package that includes Cabin Baggage allowance, as the Cabin Baggage allowance per passenger is limited to one (1), since the passengers cannot have two (2) Cabin Baggage allowances; while the Cabin Baggage allowance from the new upgraded flight package continues, the Cabin Baggage allowance which is separately purchased will be cancelled and the fee for the separately purchased Cabin Baggage allowance will be refunded.

9.2.8. For connecting or transit flights on International and North Cyprus flights, the Cabin Baggage rule for the International flight will apply to all connecting flights. Our passengers who have Cabin Baggage and Underseat Bag allowances on International and/or North Cyprus flights, Cabin Baggage and Underseat Bag allowance will also continue in their Domestic flights. Our passengers who do not have Cabin Baggage allowance on International and North Cyprus flights and only have an Underseat Bag, will similarly continue their Domestic flights with an Underseat Bag only.

9.2.9. Bassinets or pushchairs carried by Passengers traveling with infants and portable wheelchairs or crutches used by Passengers will be taken delivery during boarding for carriage in the aircraft's cargo compartment. Cabin Baggage allowance is not available for infant passengers on our flights and is not offered for sale separately for infant passengers.

9.2.10. In case during last control at boarding it is determined that the Cabin Baggage and the Underseat Bag carried by our Passengers boarding a Flight exceed specified dimension and piece limits, each piece exceeding prescribed limits will be loaded in the cargo compartment, subject to an additional charge per piece, irrespective of the Passenger's Check-in Baggage allowance under the Ticket. The related additional charge is TRY 300 for Domestic Flights, EUR 50 for North Cyprus Flights and EUR 50 for all other International Flights per piece.

9.2.11. For Passengers who are departing from Turkey with a North Cyprus and/or International Flight, extra charges will apply for any Cabin Baggage and/or Underseat Bag exceeding the applicable dimension and piece limits, subject to the 0-20 kilogram Extra Baggage Allowance fee applicable for the relevant route for the first 20 kilograms of weight and the additional weight fees for

additional weight above 20 kilograms according to the valid Extra Baggage Allowance rates.

**9.2.12.** It may be necessary to transfer the Cabin Baggage of our guests, which are carried in the overhead locker on our flights, to the checked baggage compartment under the aircraft for operational reasons. In this way, in the event of an operational necessity, if our guest whose Cabin Baggage is transferred to the checked baggage compartment on International and TRNC routes submits a request to us via our Write to Us or Call Centre lines, the fee difference between the cabin baggage fee and the 12 kg checked baggage fee shall be refunded to the guest.

### 9.3. Underseat Bag

**9.3.1.** The Underseat Bag refers to a maximum of 1 bag, with a maximum size and weight of 40x30x15 cm and 3 kg which is included in all Packages offered for sale in International and North Cyprus Scheduled Flights.

**9.3.2.** On International and North Cyprus Scheduled Flights, in addition to the Cabin Baggage allowance available in Saver, Saver Plus and Comfort Flex Packages as well as the Light Package, our Passengers are allowed to bring an Underseat Bag provided that it is carried under the seat on board the aircraft. For International and North Cyprus Scheduled Flights, Cabin Baggage allowance is not included in the Light Package, however, Passengers are allowed to bring an Underseat Bag on condition that it is carried under the seat on board the aircraft.

#### *Baggage Allowances for International and North Cyprus Flight Packages*

BAGGAGE ALLOWANCE	LIGHT PACKAGE	SAVER PACKAGE	SAVER PLUS PACKAGE	COMFORT FLEX PACKAGE
One (1) Underseat Bag	Included in the package.	Included in the package.	Included in the package.	Included in the package.
One (1) Cabin Baggage	Not included in the package.	Included in the package.	Included in the package.	Included in the package.
Check – in Baggage	Not included in the package.	Included in the package.	Included in the package.	Included in the package.

**9.3.3.** In all our Domestic Flights, in order to accelerate and facilitate boarding and accommodation inside the aircraft, each Passenger is only allowed to carry one Cabin Baggage with a size of 55 cm x 40 cm x 20 cm free of charge. On all our Domestic Flights, it is not allowed to carry an Underseat Bag in addition to the Cabin Baggage allowance.

**9.3.4.** In all of our International and North Cyprus flights, Passengers are entitled to one (1) Underseat Bag with a maximum size and weight of 40x30x15 cm and 3 kg. In case of bringing extra pieces or pieces which are over the dimensions specified for Cabin Baggage and Underseat Bag, an extra fee of 50 EUR for each piece will be charged at the time of boarding.

### 9.6. Limitations on Baggage Content

**9.6.1.** Carriage of knives, scissors, razors, skewers and similar incisory, penetrating and sharp objects cannot be carried inside the Cabin Baggage and such items can only be carried inside Check-in Baggage. If these items are detected during pre-flight security checks, they may be permanently confiscated or destroyed by the security personnel. Pegasus does not accept any responsibility for the loss of such items due to the reasons indicated in this Section. Sharp objects placed in Check-in Baggage must be safely secured to prevent the injury of those who will be handling the Check-in Baggage during transportation.

**9.6.2.** Lithium-ion batteries and cameras, cell phones, laptop computers, tablets and similar portable electronic devices containing lithium-ion batteries will only be allowed for carriage on the flight to the extent their lithium metal content is 2 grams or less, and for lithium-ion batteries 100 Wh being the maximum limit. In any event a Passenger cannot carry more than 15 portable electronic devices and 20 spare batteries. Baggage equipped with lithium batteries must have detachable batteries (except lithium button cells). Whenever such baggage will be delivered for carriage as Check-in Baggage the battery must be removed beforehand and carried by the Passenger inside the aircraft cabin. Spare lithium metal or lithium-ion batteries or telephones and electronic devices can only be carried with the Passenger inside the aircraft cabin. Portable electronic devices running on lithium batteries must not be placed with flammable liquids (e.g. perfumes and aerosols) inside Check-in Baggage.

**9.6.3.** Baggage containing dangerous goods with the potential to harm health, safety and living organisms must be declared in accordance with national and international regulations and the carrier must be notified of the dangerous goods content.

**9.6.4.** Limitations on the carriage of all types of weapons and their components, incisory, sharp or pointing objects, other tools that may lead to injury, flammable, flashing or explosive materials that may threaten human life, the safety and security of others inside the aircraft or the health of Passengers and crew members as well as chemical and toxic material and liquid-gels apply inside the airport terminals, the aircraft and inside Check-in Baggage. These limitations may arise from national and international regulations, international standards or the terms and conditions of the carrier aimed at ensuring flight safety and flight security. Please review the links provided below regarding limitations on baggage content in this respect.

[Provisions for Dangerous Goods Carried by Passengers or Crew on Pegasus Airlines Flights](#) (Source: IATA)

[List of Prohibited Items for Carriage in Cabin or Checked Baggage as per the European Union Circular No. 2015/1998](#)

[SHGM List of Prohibited Items for Carriage in Cabin or Checked Baggage \(Turkish only\)](#)

[SHGM Brochure on Limitations on Carriage of Liquid Items](#)

[SHGM Informative Video on Limitations on Carriage of Liquid Items](#)

[Summary List of Dangerous Items](#)

**9.6.5.** According to the procedure approved by the Republic of Türkiye, Ministry of Transport and Infrastructure, General Directorate of Civil Aviation based on the National Civil Aviation Security Programme, when any item that is not permitted to be carried in Check – in Baggage is detected, the Check – in Baggage in question may be opened in the presence of police, private security officers, customs personnel at international flights and airline operator or its representative, without the presence of the passenger, under the camera recording connected to the CCTV system in order to ensure security as a result of security scanning or screening. If the baggage is locked, any damage that may occur in connection with the breaking of the lock shall be the responsibility of the guest.

**9.6.6.** To prevent leakages damaging the aircraft and giving rise to various threats, carriage of olive oil, syrup, honey and other liquid alimentary products and beverages will only be allowed in the following circumstances. Pegasus reserves its right to refuse carriage of baggage with olive oil, syrup, honey or other liquid alimentary and beverage content that fail to meet the standards set out below.

- Olive oil, molasses, honey, other liquid foodstuffs and beverages in bottles can only be carried in Check-in Baggage in the special baggage compartment of the aircraft.
- The maximum allowed carriage limit per passenger is five liters including the container's volume.
- At least 5% of the container must be kept empty to prevent leakage under pressure.
- Check - in Baggage shall be accepted by Pegasus by issuing a limited release label.
- Olive oil, syrup, honey or other liquid alimentary products and beverages to be carried must first be placed in a plastic bag with no outflow and the mouth of the bag must be firmly secured. The plastic bag must then be placed in another plastic bag with same qualities and firmly secured in the same way. The second bag must then be placed in a hard-cover box with a protective layer on the inside (e.g. foam, plastic, etc.), the box must be taped, and a name tag must be placed on the box for identification.
- Pegasus does not accept any responsibility for any damage or leakage that may occur to the food and/or packaging of olive oil, molasses, honey or other liquid foodstuffs and beverage products taken abroad or brought from abroad during customs procedures or Check – in Baggage loading/unloading procedures.

### 9.7. Information on Baggage Irregularities

**9.7.1.** Baggage irregularities cover all lost baggage, delayed baggage delivery and damaged baggage cases. For any baggage irregularity we request that the Passengers apply to the Baggage Office in charge for Pegasus Flights at the destination airport before exiting the arrivals hall, provide the necessary information for their request and obtain a report for their request.

**9.7.2.** Our guests who experience baggage irregularities related to Check – in Baggage at the arrival airport are required to apply to the Lost Baggage Office in charge for Pegasus flights with the

following documents and have a Property Irregularity Report (PIR) prepared.

- a) PNR number, Ticket and boarding pass;
- b) Baggage identification tag;
- c) Personal identification.

**9.7.3.** Based on the PIR record, the request will be received, at times when necessary through the WorldTracer system (a global baggage tracking system used by many airlines around the world). Passengers can review the status of their request on the Pegasus Website through the "Track Baggage" tab.

**9.7.4.** In case of damaged baggage where the damage cannot be identified right away, the applicable law requires Passengers to report damage to the carrier in writing within seven days following arrival. Pegasus will have no legal responsibility for any claims filed after the lapse of this period.

**9.7.5.** Passengers who travel together but are Ticketed under different PNRs should indicate this when filing a claim. Passengers who fail to present a baggage identification tag issued to their name along with the PIR will lose all their rights and claims for baggage irregularities.

**9.7.6.** For the proper handling of your claims regarding baggage irregularities please forward electronic copies of the documents and information listed below to the Pegasus Baggage Service.

- a) PIR
- b) PNR number, Ticket and boarding pass;
- c) Baggage identification tag;
- d) Checked Baggage content for lost baggage
- e) Baggage brand and model for damaged baggage, invoice for the repair if repaired and invoice for the purchase of the baggage and the date of purchase;
- f) Bank account details (IBAN, account holder name/surname, name of the bank, BIC/SWIFT code)
- g) E-mail address through which we can contact you.

**9.7.7.** The liability of Pegasus as the carrier for any damage, loss or delayed delivery of Checked Baggage during carriage shall be limited in accordance with the applicable legal regulations. For the aforementioned reasons, valuable documents, money, identity documents, official deeds, jewellery, precious metals, electronic devices and items of high tangible or intangible value must not be carried in Check - in Baggage.

**9.7.8.** Underseat Bag and Cabin Baggage and its contents shall be under the supervision and responsibility of the passenger. Forgotten, lost, damaged items or items that cause damage to other persons and items in the aircraft shall be the responsibility of the relevant passenger. Pegasus does not accept any responsibility in this context.

**9.7.9.** We recommend that you attach a fully completed name tag to each piece of your Check - in Baggage. In cases where it is necessary to identify the owner or to ensure proper storage, to prevent possible loss of life and / or property, the Check - in Baggage may be opened in the presence of the airline or its representative without the presence of the passenger.

**9.7.10.** Pegasus does not accept any responsibility for any damage to Checked Baggage caused by the reasons stated below:

- a) Minor scratches, holes, cuts on the baggage;
- b) Slight humidity and moisture;
- c) An inherent fault or damage or fault or damage occurring from the baggage's own nature;
- d) Damages resulting from inadequate packaging (fragile items) and weight;
- e) Damages incurred by items that are accepted with a Limited Release Tag to the extent the damage results within the scope of the limited release.

**9.7.11.** Contact details for Pegasus Baggage Service is provided below.

- a) Telephone : +90 850 250 0224
- b) Online : <https://www.flypgs.com/en/write-to-us>

## **9.5. Special Services**

**9.5.1.** Special Services cover special carryable items that are not included in Check-in Baggage, Cabin Baggage, Underseat Bag or Extra Baggage Allowance and special services that are provided on demand of the Passenger for a fee or for free of charge.

**9.5.2.** Special Service fees apply on separate rates for our domestic and international (including North Cyprus) Scheduled Flights. Please [click here](#) to access to a list of Special Services offered by Pegasus, their definitions and the Special Service price tariff. In addition to the information provided on the referred page, special provisions and limitations for certain types of Special Services are indicated in this Section.

**9.5.3.** Sports equipment will not be accepted as Check-in Baggage and will not be considered as a part of the Checked Baggage allowance. Each sports equipment carried will be charged based on the Special Services tariff. Sports equipment may be carried inside the cabin or in the baggage hold depending on weight and size.

**9.5.4.** Sports equipment will be charged per piece carried. Second and subsequent pairs of the same type of equipment placed in the same bag will be charged by the Special Service rates applicable for the route. For Passengers taking multiple Flights in transit, Special Service fee for the sports equipment will be separately charged for each flight until the Passenger's final destination.

**9.5.5.** Passengers willing to carry sports equipment must communicate their request through the Pegasus Call Center or at the airport Check-in desk.

**9.5.6.** Balls filled with air do not have to be deflated and can be carried inside the aircraft inflated.

**9.5.7.** Passengers willing to musical instruments communicate their request through the Pegasus Call Center or at the airport Check-in desk. Musical instruments not exceeding Cabin Baggage dimension limits of 55 cm x 40 cm x 20 cm can be carried inside the passenger cabin provided that the applicable Special Service fee is paid at the Check-in desk. For instruments exceeding these limits an Extra Seat product can be purchased. Instruments that are too bulky even for carriage on the Extra Seat must be carried in the baggage compartment placed in special casing and appropriately packed.

**9.5.8.** For Passengers taking multiple Flights in transit, Special Service fee for the musical instrument will be separately charged for each flight until the Passenger's final destination.

**9.5.9.** Carriage of weapons and their components is conducted in accordance with the rules and limitations specified by the National Civil Aviation Security Board and Airport Safety Commissions. In line with these rules and limitations, all types of licensed weapons and their components are accepted for carriage on both domestic and international flights as permitted by states involved. The licensed weapons and their components must be carried on the aircraft on condition that they are handed over to the relevant Airport Security Unit before flying and collected from the Airport Security Unit on arrival at the destination. On international flights, Pegasus carries weapons and their components when legally permitted by all State(s) involved, including the states of departure, transit (if any) and arrival. Passengers are responsible for obtaining these permits from the relevant authority and presenting them before check-in when handing over the weapons and their components. Pegasus does not accept any liability which may be imposed on passenger for violation of regulations on carriage of weapons and their components.

**9.5.10.** Weapons and their components cannot be carried in the cabin and/or with the Passenger.

**9.5.11.** The carriage of licensed weapons and components is subject to a Special Service fee. The transportation of weapons for sporting purposes is also subject to this additional charge. The applicable fee is indicated in the Special Services tariff as WPAY for regular weapons and as SPEQ for weapons for sportive use. Passengers will be charged for the Special Service fee at the desk when they are checking in.

9.5.12. Passengers listed below are exempt from the WPAY fee. To benefit from this exemption, these Passengers must present valid identification documents during Check-in at the airport Check-in desk.

- a) VIP passengers using Domestic and International VIP lounges
- b) Security guards authorized in accordance with the provisions of Special Security Services Law no 5188 and travelling together with VIP passengers or civil servants permanently employed in this role as guards.
- c) Personnel employed in the Turkish Armed Forces with the rank of officer, non-commissioned officer or special guard.
- d) Security Services class personnel employed in the National Security Directorate in the center or provinces
- e) Personnel employed in the Turkish Coast Guard or Gendamerie with the rank of officer, non-commissioned officer or special guard
- f) Turkish Armed Forces permanent staff appointed with civil service staff members and contract personnel who are working in the remit of the Turkish Intelligence Services' (MIT).
- g) Municipal Police personnel
- h) Village Guards
- i) Forest Conservation Officials connected to the Ministry of Forestry
- j) Customs Enforcement Officials connected to the Ministry of Customs and Trade

#### 9.4. Check - in Baggage Allowance and Extra Baggage Allowance Fee

9.4.1. For all Pegasus flights our passengers will have a limited Check-in Baggage allowance and Cabin Baggage allowance in terms of the number of pieces, weight and dimensions of their baggage, identified in accordance with the Package based on which their Ticket is issued. Tickets issued under the Light Package do not provide any Check- in Baggage allowance and Cabin Baggage allowance; however passengers may separately purchase Extra Baggage Allowance for their Check-in Baggage and Cabin Baggage in line with the specified number and dimensions.

9.4.2. The Check-in Baggage allowance for our Passengers on our domestic, North Cyprus and international Scheduled Flights, depending on the Package based on which the Ticket is issued, is indicated in the table below.

##### Check - in Baggage Allowance\*

Flight / Package	Light Package	Saver Package	Saver Plus Package	Comfort Flex Package
<b>Domestic Flights</b>	Light Package is not offered for sale on our Domestic Flights.	15 kg	20 kg	20 kg
<b>International Flights (North Cyprus included)</b>	0 kg	20 kg	20 kg	20 kg

\* For infant passengers under the age of 2, the Check - in Baggage allowance is 10 kg for all packages and flights.

9.4.3 Passengers may separately purchase Extra Baggage Allowance for their Check-in Baggage, in addition to the Check-in Baggage allowances indicated above.

9.4.4 Extra Baggage Allowance fees apply on separate rates for our domestic, North Cyprus and international Scheduled Flights. Please [click here](#) to access our Extra Baggage Allowance price tariff.

9.4.5 The Checked Baggage allowance valid for the international leg will apply for connecting flights with one domestic and one international leg. However, the Extra Baggage Allowance fee payable will be calculated separately for each leg and based on the different price tariffs applicable.

9.4.6 Extra Baggage Allowance can be purchased through the Pegasus Website, Pegasus Call Center, Airport Ticket Sales Offices and Travel Agents until the Check-in closure time for the relevant flight.

9.4.7 9.4.7. The Cabin Baggage allowance cannot be used to increase weight of the Check-in Baggage allowance.

9.4.8 Passengers will not be refunded any Extra Baggage Allowance fees paid in the event the Check-in Baggage brought to flight weighs less than the paid allowance. If the Check-in Baggage exceeds the limits of the Extra Baggage Allowance, the difference must be paid at the airport.

9.4.9 When a Ticket is reissued, the Extra Baggage Allowance purchased for the original flight will be automatically transferred to the new Flight. If there is any change to the Extra Baggage Allowance fee the difference will be charged from or refunded to the Passenger. In the event of a cancellation of the Flight the price paid for the Extra Baggage Allowance will be automatically refunded to the Passenger.

9.4.10. Extra Baggage Allowance and Cabin Baggage Allowance are not available for infant Passengers.

9.4.11. Extra Baggage Allowance and Cabin Baggage Allowance purchased cannot be transferred to another person.

## 10. INFANTS, CHILDREN AND PASSENGERS WITH REDUCED MOBILITY AND SPECIAL HEALTH CONDITION

### 10.1. Infant and Minor Passengers

10.1.1. Passengers who have not passed age two (zero to 24 months) are deemed as infants for all Pegasus Scheduled Flights. Passengers who have passed age two but who have not passed age twelve (two to 12 years of age) are deemed as children for all Pegasus Scheduled Flights.

10.1.2. Infants and their mothers will not be admitted to our Flights within 48 hours following birth even if a doctor report permitting travel is submitted. Between 48 hours after birth until the end of the seventh day following birth, infants and their mothers may be admitted to Pegasus Flights based on a written doctor report permitting travel by air. For flight safety an adult Passenger can only accompany one infant during flight.

10.1.3. Infants on the eighth day after their birth and children who have passed age two but who have not passed age twelve (two to twelve years of age) will only be admitted to Pegasus Flights with their mother or father or another adult accompanying the infant. Additional restrictions may apply for traveling with minors on North Cyprus and international Scheduled Flights. Passengers are obliged to submit travel documents mentioned under **7.1. Documents Requested for Boarding**, in any circumstances, for being accepted and admitted to Flights. Please [click here](#) to review the legal requirements for travel section on the Pegasus Website for more information. Infant Passengers will be charged an infant Passenger fee, will not be allocated a separate seat and will travel on the same seat with the accompanying adult. Pegasus does not offer unaccompanied minor services as part of the Special Services. Please refer to **10.2. Infant and Children Discount** for more information.

10.1.4. Children discount will apply for the Passengers who have passed age two but who have not passed age twelve (two to and these children will be allocated a separate seat for travel. twelve years of age) Children discount is not available on promotional fare classes. Pegasus does not offer unaccompanied minor services as part of the Special Services. Please refer to **10.2. Infant and Children Discount** for more information. The foregoing will not limit the implementation of the special rules regarding unaccompanied minor service available for children who have passed age six but who have not passed age twelve (six to 12 years of age).

10.1.5. Children who have passed age six but who have not passed age twelve (six to 12 years of age) can travel alone on Pegasus Flights subject to the unaccompanied minor service provided by Pegasus as a Special Service. Please refer to **10.3 Unaccompanied Minors** for detailed information on this service. Children discount will apply for the Passengers within the said age limits and

children will be allocated a separate seat for travel. Children discount is not available on promotional fare classes. Pegasus does not offer unaccompanied minor services as part of the Special Services. Please refer to **10.2. Infant and Children Discount** for more information.

**10.1.6.** Minors who have passed age 12 can travel alone on Pegasus Flights without the need to book unaccompanied minor services. However, these Passengers will not be allowed to accompany minors of age 12 or below.

**10.1.7.** Please [click here](#) to review the legal requirements for travel section on the Pegasus Website for detailed information on the documents required for Passengers traveling with infants and children. Passengers who do not fulfill the requirements stated in the relevant Section will not be admitted to their Flight.

**10.1.8.** Infants must be accompanied by adults of at least 18 years of age and must be carried in baby carrier bag or in the arms of these adults. Infants can not travel in the exit-row seats.

### **10.3. Unaccompanied Minors**

**10.3.1.** Subject to the limitations set out in **Section 10.3.2**, unaccompanied minors is a Special Service that applies to children who have passed age six but who have not passed age 12 (six to 12 years of age), allowing for these children to travel without an accompanying adult. This Special Service is subject to extra charges indicated in the Special Services tariff referred to in **Section 9.4.2**. Unaccompanied minor services are limited with the number of flight attendants on the Flight due to flight safety rules. Therefore, it is critical that the Special Service request is communicated at the time of Ticket booking. Ticketing for the Passengers who will benefit from this Special Service can only be made through the Pegasus Call Center.

**10.3.2.** Unaccompanied minor service requests can only be processed until 24 hours before the Scheduled Flight departure. Pegasus will not process any unaccompanied minor service requests communicated after this deadline. Unaccompanied minor services are not available for flights, for flights connecting with another airline and for PNRs for which Ticketing is not completed.

**10.3.3.** Travel of children subject to the unaccompanied minors service is subject to the permission of the child's parents or legal representative. An Authorization Document for Unaccompanied Minor Travel must be filled in at the departure airport and approved by the child's parent or legal representative. Requests can also be made by third parties acting on a power of attorney granted by both parents or the legal representative and certified by a notary public. Unaccompanied minors will be accompanied to the aircraft by authorized ground staff and will be handed over to the chief cabin attendant. The parent or the legal representative of the minor will be required to stay at the airport until the departure of the aircraft. At the aircraft of arrival, unaccompanied minors will be handed over by the cabin staff to the authorized ground staff and the ground staff will accompany the minor for final hand-over to the person authorized to greet the minor. If the person handing over the minor to Pegasus staff at the airport of departure is not a parent or the legal representative of the child, a letter of authorization certified by a notary public must be submitted to Pegasus latest at the date of departure.

**10.3.4.** Where unaccompanied minor services are booked, minor Passengers, their parents or legal representative must be ready at the departure airport and commence Check-in for their flight at least 90 minutes before Scheduled Flight departure time for domestic Flights and at least 120 minutes before Scheduled Flight departure time for international flight to ensure that the necessary formalities are timely completed.

### **10.4. Passengers with Reduced Mobility and Special Health Condition**

Passengers with Reduced Mobility and Use of Wheelchairs

**10.4.1.** Passengers with reduced mobility comprise persons whose mobility when using transport is reduced due to any physical disability, sensory or locomotor, permanent or temporary, intellectual disability or impairment or any other cause of disability, or age, and whose situation needs appropriate attention and the adaption to his or her particular needs of the service made available to all Passengers.

**10.4.2.** To allow us to provide on-time and appropriate assistance to those who require wheelchairs due to health reasons, the request for wheelchair assistance must be communicated to Pegasus during the booking of the Ticket and in any event until 48 hours before the Schedule Flight departure time through our free of charge line at 0850 250 67 02 for calls from Turkey and our free of charge line at +90 850 250 67 77 for calls from other countries. Passengers who will benefit from such services must also commence their Check-in process at the airport at least two hours before the Scheduled Flight departure time. A special Check-in service desk may be allocated for Passengers with reduced mobility, subject to the availability of the necessary facilities at the relevant airport. The services are provided to the extent healthcare services available at the relevant airport can accommodate requests and may result in extended Check-in, boarding and security screening time. Unless the request for such service is communicated until 48 hours before the Schedule Flight departure time, the service can only be provided subject to availability and may not be provided on time.

**10.4.3.** Passengers with reduced mobility purchasing their Tickets through the Airport Ticket Sales Offices or Travel Agents must inform the agent of their wheelchair request appropriate to their needs during the purchase of the Ticket.

**10.4.4.** The accommodation of wheelchair requests of our Passengers is limited by flight safety rules. In all Pegasus Scheduled Flights a maximum of eight Passengers with reduced mobility traveling in a wheelchair can be carried.

**10.4.5.** If you experience problems with long walks, climbing up stairs to enter the aircraft or move inside the cabin to be seated please make sure that we are notified of your special condition within the time limits prescribed in this Section. The correct information provided by you during the purchase of the Ticket or Check-in will help overcome delays and disruptions in terms of your access to the aircraft and your travel experience.

**10.4.6.** Passengers traveling with non-battery powered and foldable wheelchairs must complete their Check-in at the airport Check-in desk and register their wheelchair for the Flight. Wheelchairs thus registered will be taken delivery during boarding for carriage in the aircraft's cargo compartment, free of extra charge.

Passengers traveling with battery-powered wheelchairs need to make the following preparations before traveling with our aircraft. We do not carry liquid batteries on our Flights. Dry-battery or gel-battery-powered wheelchairs will be carried in the aircraft's cargo compartment in a protective case, provided that the battery heads are secured to prevent short-circuit, e.g. battery terminals may be strapped, and that the wheelchair is firmly secured. The type and watt / hour (wh) information of the battery will be checked during check-in at the airport. The battery-powered wheelchairs will not be accepted to Flights due to safety reasons in casetype and wh value do not meet the conditions or bear the information mentioned under the rules of "the Provisions for Dangerous Goods Carried by Passengers or Crew on Pegasus Airlines Flights" regulated within the scope of 9.5.4.

The following rules apply for battery-powered equipment especially for those who are designed to be adjusted by the user:

- a) Following the removal of the batteries, wheelchairs can be carried as Check - in Baggage without any restrictions.
- b) Battery heads must be isolated (e.g. by taping over the polar heads) to prevent short-circuit.
- c) The batteries must be removed inside a protective sheet and should be kept free of damages. Batteries must be carried by the Passenger inside the cabin.
- d) The user must conduct battery removal in accordance with the valid instructions for the equipment.
- e) Passengers can only bring one spare battery not exceeding 300 Wh or two spare batteries not exceeding 160 Wh.
- f) Rules regarding the carriage of lithium batteries inside the cabin and the carriage of dangerous goods specified in Section 9.5.2. will apply to the carriage of lithium batteries. Please refer to the links provided in the relevant Section.

### **Pregnant Passengers**

**10.4.7.** Unless otherwise stated in this Section, pregnant Passengers are not required to present a doctor's report to travel on Pegasus Flights. Nevertheless, we strongly recommend all our pregnant Passengers to consult with their doctor before traveling by the air.

**10.4.8.** Pegasus does not admit pregnant Passengers with singular-pregnancy without complications after the lapse of 36 weeks of pregnancy. All Ticketed Flights must be flown before the end of the 36th month of pregnancy. Pegasus does not admit pregnant Passengers with multiple-pregnancy without complications after the lapse of 32 weeks of pregnancy. All Ticketed Flights must be flown before the end of the 32nd month of pregnancy.

**10.4.9.** We strongly recommend all our pregnant Passengers having complications with their pregnancy to consult with their doctor before traveling by the air. Such Passengers who cannot present a doctor's report permitting air travel and where there is reasonable doubt as to the declared expected birth date, the admission of the Passenger to our aircraft may be subject to a written release to be obtained from the Passenger.

**10.4.10.** Mothers and their children will not be admitted to our Flights within 48 hours following birth even if a doctor report permitting travel is submitted. Between 48 hours after birth until the end of the seventh day following birth, mothers and their children may be admitted to Pegasus Flights based on a written doctor report permitting travel by air. For flight safety an adult Passenger can only accompany one infant during flight.

**10.4.11.** The doctor's report permitting air travel for the relevant Passenger must conclude that "there are no concerns regarding travel by aircraft" for the relevant Passenger. Such report must be prepared no earlier than seven days before the Flight.

**10.4.12.** Pegasus does not assume any responsibility for any loss arising during air travel due to a violation of the Pegasus General Rules by pregnant Passengers. In these circumstances, the Passengers are responsible for the consequences of air travel on their health.

**10.4.13.** Pregnant Passengers will not be entitled to any rights other than those available for the relevant Ticket in the event they are denied boarding by Pegasus for reasons stated in this Section.

#### Passengers Dependent on Medical Oxygen Use

**10.4.14.** Pegasus does not provide oxygen support to its guests except in emergencies. Guests who need medical oxygen during the flight shall not be admitted to the flight. Pegasus can provide the necessary support only in medically urgent cases. Pegasus accepts to carry our guests' empty oxygen cylinders with open valves as Check – in Baggage.

**10.4.15.** Passengers who would like to carry their portable oxygen concentrators with them will only be allowed to carry these items inside the cabin if the device is compatible with the standards accepted by Pegasus and in exchange of a written declaration submitted by the Passenger regarding special terms applicable to the carriage of these devices. Passengers should contact the Pegasus Call Center no later than 48 hours prior to their Flight's departure to obtain information on limitations and the content of the declaration.

#### Anaphylaxis

**10.4.16.** Passengers subject to anaphylaxis must inform the Pegasus Call Center during Ticketing or warn the cabin attendant to prevent that the edible items they purchase on-board do not give rise to any allergic reactions. However, Pegasus cannot guarantee and therefore cannot be held liable in case other passengers on flight consume any food/product to which the relevant passenger is allergic/food intolerant to during the flight and/or in case the relevant food particles spread in the aircraft through the ventilation system. These products / foods can be found in Pegasus Café and can be offered and sold to our other passengers during flight. Pegasus does not accept any liability for any allergic reaction and/or health problem that may occur in this regard. In case our passengers with allergies/food intolerance declare that they do want to proceed with the relevant flight under these conditions, the relevant passenger shall confirm that she/he accepts all liability in continuing with the flight. In case our passengers declare that they do not want to proceed with the flight under these conditions; the relevant flight will be canceled within the framework of our Ticket rules (for standard cancellations made in accordance with Ticket rules, the statements in [5.1. General Information on Ticket Changes and Cancellations](#) will apply) however if our passengers submit their health report that proves their allergy and/or shows that joining the flight will pose a risk via Contact Us (<https://www.flypgs.com/en>) or by mail to our Company address, the amount deducted as per our Ticket rules will be refunded.

#### Diabetes

**10.4.17.** Passengers subject to diabetes must keep sufficient amount of insulin for their travel time. Insulin and diabetes needles can be carried in Cabin Baggage. The use of diabetes insulin pens is allowed provided that they comply with limitations regarding the carriage of liquids on board, that they are accompanied with the relevant medical documentation and that they are declared at the security control. We also recommend Passengers on prescribed medication to have their prescriptions with them for confirmation, if necessary.

#### Passengers on Medication

**10.4.18.** Passengers subject to a chronic disease must keep sufficient amount of medication for their travel time. All medication must be kept in their original bottles or boxes with clearly identified tags. We recommend all Passengers on medication to keep spare medication in their Check-in Baggage as a precaution in case the medicines they carry on-board are lost or otherwise rendered unusable. We also recommend that all medication that needs to be taken on board or immediately after a flight is kept in your Cabin Baggage or Underseat Bag together with the prescriptions for them. We advise Passengers on prescribed medication to have their prescriptions with them for confirmation, if necessary.

**10.4.19.** Our cabin staff do not have the means to keep your medicines at a specific temperature inside the cabin. Passengers who need to keep their medicine in cool temperatures will be admitted to carry their own cold bags or vacuumed thermos to preserve such medicine. Passengers must consult with their pharmacists to understand how best they can preserve their medication.

**10.4.20.** Sharp objects properly sheathed or otherwise packed to prevent piercing through the cover and packages containing liquids above 100 milliliters must be carried in Check-in Baggage.

## 10.2. Infant and Children Discount

**10.2.1.** Age limitations on the implementation of the infant fare and children discount will apply separately for each Flight on the Ticket. If an infant is within the acceptable age limit in the first Ticketed journey but later fails to qualify as infant in a subsequent journey, the infant will be required to be seated in a separate seat for flight safety reasons and will be subject to children discount instead. Likewise, children who exceed the 12-years age limit for children discount in subsequent journeys will be charged on standard Ticket fares.

**10.2.2.** Infant fares and children discount rules are indicated in the table below.

FLIGHT	PASSENGER	FARE CLASS	FARE RULE
<b>DOMESTIC &amp; NORTH CYPRUS SCHEDULED FLIGHTS</b>	INFANT	G/P/U/T/Z/V/ X/S/N/K/H/M/L/B/Y	Fixed fare of TRY 249 applies
	CHILDREN	*Fixed fee of USD 10 is applied to all fare classes for flights arriving to North Cyprus and fixed fee of EUR 10 is applied to all fare classes for flights departing from North Cyprus. G/P/U/T/Z/V X/S/N/K/H/M/L/B/Y	Standard fares apply 10% discount is applied on standard fares
<b>DOMESTIC – DOMESTIC CONNECTING FLIGHTS</b>	INFANT	All Fare Classes	Fixed fare of TRY 249 applies
	CHILDREN	All Fare Classes	Standard fares apply
<b>INTERNATIONAL SCHEDULED FLIGHTS</b>	INFANT	G/P/U/T/Z/V X/S/N/K/H/M/L/B/Y	Fixed fare of EUR 20 applies Fixed fare of EUR 30 applies
	CHILDREN	G/P/U/T/Z/V X/S/N/K/H/M/L/B/Y	Standard fares apply USD 30 discount is applied on standard fares
<b>INTERNATIONAL – DOMESTIC CONNECTING FLIGHTS</b>	INFANT	All Fare Classes	Fixed fare of USD 12 applies
	CHILDREN	All Fare Classes	Standard fares apply
<b>INTERNATIONAL – INTERNATIONAL CONNECTING FLIGHTS</b>	INFANT	Q/I/E/W F/A/J/C	Fixed fare of USD 30 applies Fixed fare of USD 50 applies
	CHILDREN	Q/I/E/W F/A/J/C	Standard fares apply 15% discount is applied on standard fares

## 11. SUITABILITY FOR TRAVEL

### 11.1. Refusal of Carriage for Health Reasons

**11.1.1.** Pegasus reserves its right to deny Passengers to its Flights in the following circumstances, considering the Passenger's health conditions and the well-being of other Passengers and staff or

flight safety and flight security. Passengers will not be entitled to any rights other than those available for the relevant Ticket in the event they are denied boarding by Pegasus for reasons stated in this Section.

- a) Passengers who require medical attention or who need to use medical equipment, treatment or system incompatible with the flight or operated by pressured or squeezed air, electricity or pneumatic force, during the Flight.
- b) Passengers who experience asthma crisis or acute respiratory failure immediately before the Flight.
- c) Passengers for whom travel by air may create a life-threatening risk and who thus require special medical treatment during the Flight.
- d) Passengers whose condition may lead to the diversion of the flight or death on board.
- e) Passengers who are in the contagious stage of their disease and who fail to present a medical report evidencing that the disease is at a non-contagious stage.
- f) Passengers performing actions that may negatively affect the well-being, health and physical integrity of other Passengers and/or staff members or whose health or physical condition may threaten flight safety, flight security or the punctual operation of the Flight.
- g) Passengers who require personal care and who fail to meet their personal needs such as nourishment and toilet use and who are traveling without an accompanying person.
- h) Passengers with reduced mobility subject to restrictions set out in **Sections 10.4.2, 10.4.3 and 10.4.4.**
- i) Pregnant Passengers, infants and mothers who will not be allowed to fly as per the restrictions set out in **Sections 10.4.9, 10.4.10 and 10.4.11.**
- j) Passengers with limbs or parts of their body encastered in plaster who will travel for two hours or less within the first 24 hours of plaster use and Passengers with limbs or parts of their body encastered in plaster who will travel for more than two hours within the first 48 hours of plaster use.

## **11.2. Refusal of Carriage for Reasons of Flight Safety or Flight Security**

**11.2.1.** Pegasus reserves the right to cancel bookings and Tickets and to terminate the Contract of Carriage in any event that constitutes a just cause for maintaining flight safety and flight security, or for the protection of the personal well-being and property of Pegasus, Pegasus passengers, Pegasus employees, as well as its service providers and their employees. Passengers will not be entitled to any rights other than those available for the relevant Ticket in the event they are denied boarding by Pegasus for reasons stated in this Section.

**11.2.2.** Pursuant to the provisions of the Turkish Civil Aviation Law No. 2920, Passengers are required to comply with the provisions of the law and applicable international treaties to which Turkey is party and the instructions of the carrier and are further obliged to refrain from any actions that may harm life and property or the discipline and order of the flight. The commanding officer of the flight is authorized to take precautions to ensure safety and order inside the aircraft and for this purpose order and instruct Passengers, staff and other persons inside the aircraft and to offload them if necessary. The commanding officer is also authorized to take the necessary measures in life or property threatening situations where loss may occur in case of delayed response, keep persons under custody until security forces may intervene, search persons and their belongings, confiscate items that are used or attempted to be used for a crime or misdemeanor on board and engage other staff members for these purposes.

**11.2.3.** Republic of Turkey is party to the Convention on Offences and Certain Other Acts Committed on Board Aircraft concluded at Tokyo on September 14, 1963. In accordance with the terms of this treaty, the commanding officer may perform an emergency landing in any contracting state and offload and deliver persons who commit to actions in violation of applicable penal laws or with the potential to endanger the security of the persons and their belongings on board or otherwise disrupting discipline on board, to the security forces of this state.

**11.2.4.** As a carrier engaged in air transportation, Pegasus is required, under Turkish law and the laws of other jurisdiction where it carries out its operations, to take measures, through document control, to prevent the carriage of persons who fail to fulfill the necessary requirements to enter a state or have transit passage through a state. These regulations do not oblige Pegasus to ensure that the Passengers travel with the necessary travel documentation; however, necessitates the implementation of certain measures to minimize violations. Pegasus may refuse carriage as part of the said measures.

**11.2.5.** The following circumstances and actions by the Passengers may result in being denied boarding to or being offloaded from Pegasus Flights:

- a) If the Passenger cannot prove that he or she is the person named on the Ticket.
- b) Circumstances where the Ticket is obtained in violation of the law, issued by an unauthorized person other than through any of the Pegasus Communication Channels or a Travel Agent or in situations where there is suspected unauthorized or fraudulent credit card use as per **Section 4.6.4.**
- c) If the Passenger cannot present the necessary travel documents needed for the flight or arrival destinations (e.g. passport, residence permit, visa) or where the Passenger otherwise fails to meet the requirements of transfer or arrival jurisdictions.
- d) Circumstances necessitating the refusal of the carriage of the Passenger due to the applicable law in the jurisdictions of departure, arrival or overflight.
- e) Circumstances where the necessary care required by the Passenger's actions, age, physical or mental condition cannot be provided, and the condition of the Passenger constitute a risk of loss against other persons or property or otherwise causes disturbance for the other Passengers.
- f) If the Passenger's actions constitute risk against other Passengers or the staff, property or flight safety and flight security due to the Passenger's intoxication by alcohol or medication.
- g) If the Passenger insists on disregarding the rules determined by the carrier including the provisions relating to flight safety and flight security in the Pegasus General Rules or the clear instructions and warnings of the authorized staff members, including cabin staff.
- h) Other circumstances justified by the need to ensure flight safety and flight security.

**11.2.6.** Pegasus reserves its right to have recourse to the Passenger for any loss incurred due to the circumstances described in this Section. Pegasus is authorized to deduct any such losses from payments made by the Passenger in respect of Ticketed but unused Flights or other products and services purchased from Pegasus.

## **11.3. Inadmissible and Deported Passengers**

**11.3.1.** Passengers who are denied entry into a country during their travel on Pegasus Flights (INAD – Inadmissible Passengers) and Passengers who entered a country but who are deported by the authorized bodies of the relevant state can travel on Pegasus Flights subject to the special rules specified in this Section.

**11.3.2.** Deported Passengers will only be allowed on Pegasus Flights with accompanying persons. Pegasus may apply additional restrictions or rules for Passengers under custody or sentence in terms of the number of such persons to be carried on board and the necessary number of accompanying persons, on grounds of flight safety and flight security.

**11.3.3.** Pegasus may refuse the carriage of INAD or deported Passengers in case such carriage may constitute a threat against other Passengers on board, on grounds of flight safety and flight security.

**11.3.4.** INAD passengers may be carried with or without accompanying persons based on the request of the relevant administrative body or the discretion of Pegasus in consideration of flight safety and flight security.

**11.3.5.** Pegasus will accept INAD and deported Passengers with accompanying persons on board its Flights, if:

- a) The authorized body responsible for the INAD or deported Passenger has submitted to Pegasus all information and documentation for these Passengers, the relevant Flight for carriage, the number of INAD and deported Passengers to be carried, the reason for being INAD or deported, information on the accompanying persons and all other documents necessary for flight safety and flight security at least 24 hours before the Scheduled Flight departure time; and
- b) All document approval and consents necessary for the transfer of INAD or deported Passengers have been obtained by the authorized body responsible for the INAD or deported Passenger.

**11.3.6.** If Pegasus is requested by the authorized border control units to return a Passenger due to his or her non-admission to any transfer points or the final point of destination, in accordance with the applicable law, the Transportation Fare necessary for such transfer will be collected from the Passenger. Pegasus is authorized to deduct any such receivables from payments made by the Passenger in respect of Ticketed but unused Flights or other products and services purchased from Pegasus. Pegasus will not refund any payments made by the Passenger for transportation made until

the point where admission is refused. In such circumstances, Pegasus may also cancel the contract of carriage for the remaining Flights on the Ticket and the Passengers may lose all their rights and claims for these Flights. Passengers will not be entitled to any rights other than those available for the relevant Ticket in the event they are denied boarding by Pegasus for reasons stated in this Section.

**11.3.7.** Pegasus reserves its right to have recourse to the Passenger for any loss incurred due to the Passenger's failure to comply with the applicable law of transit or arrival or the instructions of the authorized officials of the relevant state, including any administrative fines imposed on Pegasus. Pegasus is authorized to deduct any such losses from payments made by the Passenger in respect of Ticketed but unused Flights or other products and services purchased from Pegasus.

**11.3.8.** Passengers are obliged to comply with the applicable law of the jurisdictions of departure, arrival and overflight and the provisions of the Pegasus General Rules developed in this respect. Passengers will bear responsibility for all losses arising from their violation of the said rules. Pegasus does not accept any responsibility for any losses or damages due to the Passenger's non-admission to a jurisdiction or their deportation from any jurisdiction.

## **12. TRAVELING WITH PETS**

### **12.1. Traveling with Pets and General Limitations**

**12.1.1.** Carriage of pets on Pegasus Flights is a Special Service that is subject to extra charge. Pegasus only allows the carriage of cats, dogs and birds on domestic Scheduled Flights and cats and dogs on international Scheduled Flights. Wild, predatory and fighter dogs and birds are not admitted to Pegasus Flights. Kangal dogs are only admitted to Pegasus Flights until they are six months old. Furthermore, American Pit Bull, American Staffordshire Terrier, Boxer, American Bulldog, Caucasian, Chow, Doberman, Dogo Argentino, Fila Brasileiro, Japanese Tosa, Mastiff, Mastino Napoletano, Pit Bull Terrier, Presa Canario and Rottweiler breeds are not admitted to Pegasus Flights.

**12.1.2.** Pets are only admitted to Pegasus Flights if they are older than 12 weeks (three months). Pregnant pets, infant cats and dogs feeding on their mother's milk and their mothers will not be admitted to Pegasus Flights.

**12.1.3.** Pegasus allows the caged carriage of pets inside the cabin for pets whose weight does not exceed eight kilograms (PETC) together with the cages or travel bags of maximum dimensions of 32 cm x 32 cm x 50 cm and in the ventilated cargo compartment only in domestic Scheduled Flights and North Cyprus flights for pets who weigh more than eight kilograms (AVIH). Special Services for the carriage of pets are subject to the Special Service fee tariff referred to in Section

9.4.2. Please refer to additional rules applicable to the pets who are not allowed to travel in the cabin (AVIH) in 12.2. Special Rules for Large Pets (AVIH) that are not Admitted Inside the Aircraft Cabin.

**12.1.4.** AVIH pets are only allowed on domestic Scheduled Flights and North Cyprus flights. Therefore, carriage of AVIH pets is not allowed in international flights and 12.2. Special Rules for Large Pets (AVIH) that are not Admitted Inside the Aircraft Cabin are not applied within the context of international flights. Furthermore, PETC pets, excluding birds, are not allowed on our Flights to/from the United Kingdom, Bahrain, Qatar, United Arab Emirates and Saudi Arabia. Birds of acceptable species are only allowed inside the cabin on domestic Scheduled Flights. Passengers are responsible for complying with any legal requirements applicable at the point of departure, arrival, transfer or transit travel for the carriage of (PETC or AVIH) departing from the said destinations.

**12.1.5.** All pet carriage requests (PETC or AVIH) must be communicated through the Pegasus Call Center or Travel Agents.

**12.1.6.** The cages to be used for PETC carriage inside the cabin must not exceed the dimensions of 32 cm x 32 cm x 50 cm. A maximum of two cats, two dogs or two birds can be carried in a single cage, provided that the pets traveling together are two siblings from the same mother or the mother and a child.

**12.1.7.** Passengers must carry the health certificate, vaccination card and the identification of their traveling pets with them. Passengers who are traveling with their pets to the European Union member states must also carry a pet passport with them. Pets' all vaccinations shall be completely done. Particularly, in case required, pets' rabies and mixed shall be done within one year prior to Flight. In addition to these obligations, there may be an import license/chip requirement for Passengers's pets according to the rules and practices of the relevant country of arrival, in this context, Passengers are responsible to travel with their pets in accordance with the rules of the country of arrival. There is no chip requirement in domestic flights. Passengers are responsible for having the necessary documents and fulfilling the relating obligations for the carriage of their pets and Pegasus does not assume any responsibility as to the correctness or completeness of the necessary documentation for Passengers' traveling pets.

**12.1.8.** Passengers are obliged to ensure their compliance with the non-commercial pet transportation and admission rules of their country of destination before their Flight. Please [click here](#) to review the legal requirements for travel section on the Pegasus Website for more information regarding limitations notified to Pegasus by the relevant authorities. Pets who fail to fulfill the requisite criteria referred to in the relevant Section will not be admitted to the Flight. Pegasus does not admit any responsibility in connection with the refusal of entry of any pets in the country of arrival for any reason.

**12.1.9.** Pegasus reserves its right not to allow pets on board for valid reasons. Pets must be healthy, non-threatening, clean and free of odor. Whenever there is doubt as to the fulfillment of these conditions, especially if the pet is disturbed, aggressive, sick, too old or too young and this constitutes a risk, the authorized staff may not allow the pet on our Flights.

**12.1.10.** The carriage of pets accompanying visual and hearing-impaired passengers to guide them ("Guide Animals"), is allowed inside the cabin, for free of charge, without being subject to the service fees stated under Article 9.4.2. The Guide Animals, if accepted for flight, shall travel on the ground near the accompanying passenger, without a need of cage. In addition to the documents required for Pets, the documents indicating that these animals are in the status of Guide Animals must be submitted separately. Guide Animals are subject to all restrictions and rules concerning the transport of Pets, excluding the rules specified under this article.

**12.1.11.** Passengers travelling with PETC, may not seat in Exit and XL seat.

**12.1.12.** Passengers under or having 12 years old, may not travel alone with PETC.

### **12.2. Special Rules for Large Pets (AVIH) that are not Admitted Inside the Aircraft Cabin**

**12.2.1.** The carriage of AVIH pets is only allowed in domestic Scheduled Flights and North Cyprus flights. Carriage of AVIH pets is not allowed in international flights.

**12.2.2.** If the weight of the pet and the transportation cage exceeds eight kilograms (AVIH), the pet can only be carried in the ventilated cargo compartment of the aircraft. These pets (AVIH) are divided in two categories:

- a) AVIS (AVIH Small): comprises AVIH with a weight between eight and 15 kilograms.
- b) AVIB (AVIH Big): comprises AVIH with a weight above 15 kilograms.

**12.2.3.** The cage in which the AVIH pet is to be carried must be provided by the Passenger. The cages should conform with the dimensional restrictions, ready for transport, locked and secured. Passengers must control the lock on the cage before delivering their pets during Check-in. The spacing between cage bars should not be too wide. Cages that do not conform with the rules set out below will not be admitted for transportation. Please [click here](#) for sample visuals of cages for pets to be carried in the cargo hold.

#### **a) General Instructions for Carriage**

- Locks on the cage must be made of iron, strong and secured.
- The cage must allow for ventilation.
- The cage must be constructed of easily portable material.

#### **b) Ventilation**

- The cage must allow for adequate ventilation and must have openings on three sides for the pet to breathe.
- Pets must be healthy, non-threatening, clean and free of odor.

#### **c) Safety**

- The cage must be large enough to accommodate the pet to easily stand up, lay down and turn around.



- Inner surface of the cage must be made of soft layer that will not harm the pet. The outer surface of the cage should be safe and should not be made of sharp, hard and incisory material.
- The cage must be secured and properly locked to prevent opening from the inside or from the outside, penetration of foreign objects from the outside and to secure the pet inside.

**d) Wellbeing and health of pets**

- The cage must be clean, disinfected and sterilized. The Passenger is responsible to ensure these standards.
- The compartment where the cage is loaded must be as quiet and dark as possible.
- The authorized staff may recommend applying tranquilizers for pets who show any signs of distress or aggressiveness during Check-in.

**e) Food and nutrition**

- The pet must have sufficient food and nutrition for possible delays and disruptions in transportation.
- The Passengers are responsible for providing the necessary food and nutrition for the pet during the Flight. Sufficient amount of food and nutrition must be available inside the cage.

**13. IMPORTANT NOTICE ON THE LIABILITY OF THE CARRIER**

**13.1. Legal Framework Governing the Contract of Carriage**

13.1.1. The Contract of Carriage and the services provided thereunder is subject to rules and restrictions regarding the liability of the carrier in accordance with the Turkish Civil Aviation Law No. 2920 and by its reference, to the extent applicable, the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed in Warsaw on October 12, 1929 and the La Haya Protocol dated September 28, 1955 amending this Convention (together these will be referred to as the "Warsaw Convention" in this Section) or the Convention for the Unification of Certain Rules for International Carriage by Air, opened for Signature at Montreal on 28 May 1999 (which will be referred to as the "Montréal Convention" in this Section). These rules regulate and, in many cases, limit the liability of the carrier in the event of the death or personal injury of the Passenger and the loss, damage or delayed transportation of Checked Baggage and cargo.

**13.2. Liability of the Carrier in the Event of an Accident resulting in Death or Injury**

13.2.1. Whenever the provisions of the Warsaw Convention apply, the liability of the carrier is limited to 250,000 Poincare Francs (SDR 16,600) in the event of death or injury, except where death or injury results from an act or omission of the carrier or its agents done with the intent to cause damage or recklessly and with knowledge that damage would probably result.

13.2.2. Whenever the provisions of the Montréal Convention apply, the carrier is liable for losses that do not exceed SDR 128,821. The carrier will not be liable for any loss above this limit to the extent it proves that the loss:

- did not arise from its, its agents or its servants' fault or omission; or
- did exclusively arise from the fault or omission of a third party.

13.2.3. Advance Payment: In the case of aircraft accidents resulting in death or injury of passengers, the carrier may, in accordance with its national law, make advance payments to a natural person or persons who are entitled to claim compensation to meet the immediate economic needs of such persons. Such advance payments shall not constitute a recognition of liability and may be offset against any amounts subsequently paid as damages by the carrier.

13.2.4. Under both the Warsaw Convention and the Montréal Convention, If the carrier proves that the damage was caused or contributed to by the negligence or other wrongful act or omission of the person claiming compensation, or the person from whom he or she derives his or her rights, the carrier shall be wholly or partly exonerated from its liability to the claimant to the extent that such negligence or wrongful act or omission caused or contributed to the damage.

13.2.5. The liability limits determined by the Warsaw Convention and the Montréal Convention indicate the maximum liability limit and the burden of proof for the actual loss remains with the claimant. The claimant can only claim the actual and direct losses incurred within the specified liability limits.

**13.3. Liability of the Carrier in the Event of Damage, Loss or Delay of Checked Baggage or Cargo**

13.3.1. Whenever the provisions of the Warsaw Convention apply, the liability of the carrier is limited to 250 Poincare Francs (SDR 17) per kilogram in the event of destruction, loss, damage or delay of checked baggage or cargo, except where death or injury results from an act or omission of the carrier or its agents done with the intent to cause damage or recklessly and with knowledge that damage would probably result.

13.3.2. Whenever the provisions of the Warsaw Convention apply, and unless the passenger has made, at the time when the checked baggage was handed over to the carrier, a special declaration of interest in delivery at destination and has paid a supplementary sum if the case so requires, the liability of the carrier in the case of destruction, loss, damage or delay of checked baggage is limited to SDR 1,288 Special Drawing Rights for each passenger. This limit will apply as SDR 22 per kilograms for cargo.

13.3.3. The carrier will not be liable for any loss to fragile or perishable items, money, jewelry, precious metals, silver items, commercial or other valuable papers, passports and other identification or their samples.

13.3.4. If the weight of the Checked Baggage is not registered on the baggage identification tag, the total weight of the Checked Baggage will be deemed not to exceed the free checked baggage allowance permitted by the carrier.

13.3.5. In cases where the Warsaw Convention applies and subject to the limitations contained therein, in the event of delay of passengers, the liability of the Carrier shall be limited to 5000 Poincaré Francs (332 Special Drawing Rights - SDR) to the extent that the passenger proves damages. For check - in baggage and cargo, this amount is limited to 250 Poincaré Francs (17 Special Drawing Rights - SDR) per kilogram.

13.3.6. In cases where the Montreal Convention applies and subject to the limitations contained therein, in the event of delay of passengers, the liability of the Carrier shall be limited to 5,346 Special Drawing Rights (SDR) to the extent that the passenger proves damages. For check - in baggage and cargo, this amount shall be limited to 1288 Special Drawing Rights (SDR).

13.3.7. The liability limits determined by the Warsaw Convention and the Montréal Convention indicate the maximum liability limit and the burden of proof for the actual loss remains with the claimant. The claimant can only claim the actual and direct losses incurred within the specified liability limits.

**13.4. Limitation of Actions for Indemnity Requests**

13.4.1. The person entitled to delivery of the checked baggage must complain to the carrier in writing:

- In the case of damage, forthwith after the discovery of the damage, and, at the latest, within seven days from the date of receipt in the case of checked baggage;
- In the case of delay, at the latest within twenty-one days from the date on which the checked baggage has been placed at his or her disposal.

If no complaint is made within the times aforesaid, no action shall lie against the carrier, save in the case of fraud on its part.

13.4.2. The right to damages regarding air transportation shall be extinguished if an action is not brought within a period of two years, reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.

**13.5.**

13.5.1. In case where the contracting carrier from which the passenger has purchased a ticket and the actual carrier operating the ticketed flight are different entities, the passenger will be entitled to submit its complaints or claims for indemnification to both carriers. The carrier whose flight number is indicated on the ticket will be deemed as the contracting carrier.

13.5.2. The rules limiting or exonerating the carrier's liability will also apply in favor of the carrier's agents, employees and other servants. The total indemnification sought from the carrier, its agents, employees and other servants cannot exceed the limits of liability stipulated for the carrier.

13.5.3. None of the carrier's agents, employees or other servants are authorized to modify or rescind rules regarding the limitation of liability of the carrier.

13.5.4. Unless otherwise explicitly stated herein, nothing stated in this Section will constitute a waiver from limitation of or exoneration from liability stipulated by the applicable law or international treaties.

### **13.6. Legal Provisions Applicable to Passenger Rights Associated with Flight Disruptions**

13.6.1. Whenever a Passenger is entitled to a free reissue, cancellation or refund in accordance with the Regulation on the Rights of the Passengers Traveling by Air (SHY-PASSENGER) and additional regulations published by the SHGM in connection with the former, the European Union Regulation No. EC261/2004 and other applicable passenger rights regulations, the transactions will be carried-out in the manner prescribed in the applicable law.

## **14. PEGASUS BOLBOL GENERAL TERMS & CONDITIONS**

### **14.1. General Information on Pegasus BolBol**

14.1. General Information on Pegasus BolBol

14.1.1. Pegasus BolBol is a loyalty program operated by Pegasus which aims to provide members with services, discounts and benefits by allowing its members to earn BolPoints from the purchase of products and services from Pegasus and its Program Partners within the scope of the program, and to use BolPoints thus earned to buy Tickets for Pegasus Scheduled Flights and Ancillary Products and Services offered by Pegasus.

14.1.2. Pegasus BolBol Program Membership and all transactions to be carried out within the scope of the Program between the Members and Pegasus are subject to the special provisions set out in the Pegasus BolBol General Rules. Pegasus General Rules will apply to the extent applicable for any matters that are not governed in the Pegasus BolBol General Rules.

14.1.3. Pegasus reserves the right to make unilateral changes to the conditions set out hereunder at any time and as permitted herein.

### **14.2. Definitions and Interpretation**

14.2.1. Definitions

Defined terms used in the Pegasus BolBol General Rules will carry the meanings assigned to them in this section.

a) Pegasus: means Pegasus Hava Taşımacılığı Anonim Şirketi, a Turkish corporation established and operating under the laws of the Republic of Turkey, with business headquarters located at Aeropark, Yenişehir Mah. Osmanlı Bul. No: 11/A Kurtköy 34912 Pendik İstanbul / TÜRKİYE, operating the Pegasus BolBol Program, offering products and services to Members generating BolPoints within the scope of the Pegasus BolBol Program, and allowing the use of BolPoints in the purchase of its own products and services in accordance with conditions stipulated in the Pegasus BolBol General Rules.

b) Pegasus BolBol Program means the loyalty program operated by Pegasus which aims to provide Members with services, discounts and benefits by allowing its members to earn BolPoints from the purchase of products and services from Pegasus and its Program Partners within the scope of the program, and to use BolPoints thus earned to buy Tickets for Pegasus Scheduled Flights and Ancillary Products and Services offered by Pegasus. Pegasus BolBol Program is also the only loyalty program offered by Pegasus to its passengers.

c) BolPoints: are the promotional calculation unit that can be earned and spent by Members within the scope of the Pegasus BolBol Program and in accordance with the Pegasus BolBol General Rules. BolPoints cannot be issued in exchange for cash, have no corresponding monetary value and cannot be converted into cash.

d) Member: means each individual joining the Pegasus BolBol Program in accordance with the Pegasus BolBol General Rules and accepting the terms and conditions of the Pegasus BolBol General Rules.

e) Program Partners: are the business partners offering products and services generating BolPoints within the scope of the Pegasus BolBol Program. You can access the full list of Program Partners within the scope of the Pegasus BolBol Program by clicking here

f) Pegasus BolBol General Rules: The contract terms and conditions defined here and that apply between Pegasus BolBol Program Members and Pegasus in relation to the Pegasus BolBol Membership and the transactions to be carried out by Members within the scope of the Pegasus BolBol Program

g) Linked Membership: In accordance to the explanations under the Eligibility for Membership Section, an additional Membership account created and linked to a Membership account.

14.2.2. Interpretation

14.2.2.1. References to sections and articles in the Pegasus BolBol General Rules refer to sections and articles in the Pegasus BolBol General Rules.

14.2.2.2. Unless otherwise stated, the phrase "including" used in various subjects in the Pegasus BolBol General Rules is not to be construed as constituting any kind of limitation.

14.2.2.3. References to legal regulations in the Pegasus BolBol General Rules are deemed to be made to up to date, current legal regulations that contain and include all amendments to said legal regulations.

14.2.2.4. Terms not defined in the Pegasus BolBol General Rules but which are defined in the Pegasus General Rules will carry the meaning assigned to them in the Pegasus General Rules.

### **14.3. Membership**

14.3.1. Eligibility for Membership

14.3.1.1. Real persons aged 18 and over may apply for Membership.

14.3.1.2. Members can establish Linked Memberships linked to their own Membership accounts for real persons aged 2 and above and smaller than 18 under the Child and Teen Accounts tab on the Membership page. The transactions relating to the Linked Membership created for these persons are carried out by the relevant Member whose Membership account is linked to the Linked Memberships. BolPoints earned by Linked Memberships will be stored on the Member's account, and the Member will be responsible for the use of these BolPoints. Real persons under the age of 18 have no liability or obligations under this program, and all responsibility and obligations belong to the Member establishing the Linked Membership.

14.3.1.3. When Linked Members aged under 18 turn 18, they will be automatically removed from Linked Membership by the system and their account will be closed. BolPoints earned by the Linked Members whose Linked Membership accounts are closed will be transferred to the account of the full Member they are linked to, and the full Member will be able to use these BolPoints. Linked Members whose accounts are closed in this manner must set up their own new BolBol Membership accounts. After their Linked Membership accounts have been closed, these individuals will no longer monitor their transactions on the main Member's account, but on their own accounts, and they can earn and use BolPoints through their own accounts.

14.3.2. Membership Application and Beginning of Membership

14.3.2.1. Those willing to become a Pegasus BolBol Program Member must complete an online application form available on the Pegasus Website or on Pegasus Mobile Applications, or through other Membership application channels provided by Pegasus or Program Partner Membership development activities.

14.3.2.2. The provision of the mandatory Membership information to Pegasus and the applicant's acceptance of the Pegasus BolBol General Rules are preconditions for Membership confirmation and activation.

14.3.2.3. Applicants providing the necessary information for Membership will be sent an SMS message to a number which belongs to an operator within Turkey for confirmation and activation. If a Turkish mobile telephone number cannot be provided the information will be delivered by e-mail. This message will contain instructions for account confirmation and activation. Members failing to complete the activation process cannot create a password and cannot sign in to their accounts.

14.3.2.4. The confirmation message sent to the Member after Membership confirmation and activation process marks the beginning of Membership. With this message, the Membership becomes active and the Member will have the right to benefit from services, promotions and benefits within the scope of the Pegasus BolBol Program.

14.3.2.5. Members are responsible for ensuring that all information provided during Membership application and throughout the duration of the Membership is accurate and complete. Pegasus is not responsible for checking if any information provided by the applicant is accurate and complete, and Pegasus makes no commitment with regard to any disruption, inconsistency or damage that may arise in connection with this matter.

#### 14.3.3. Existing and Duplicate Memberships

14.3.3.1. Memberships established pursuant to the Pegasus Plus General Rules prior to the effective date of Pegasus BolBol Program will be governed by the Pegasus BolBol General Rules as of the date indicated. After this date, all transactions relating to the Membership will be carried out in accordance with the Pegasus BolBol General Rules.

14.3.3.2. Members who began their Membership when Pegasus Plus was active will earn BolPoints from purchases of Tickets Pegasus Scheduled Flights and Ancillary Products and Services offered by Pegasus within the scope of the Pegasus BolBol Program, and purchases of products and services from Program Partners within the scope of the Pegasus BolBol Program, even if they have not confirmed to Pegasus that they accept the Pegasus BolBol General Rules communicated to them. However; Members will not be allowed to exercise their BolPoints until after they accept the Pegasus BolBol General Rules.

14.3.3.3. The telephone number of the applicant constitutes the Membership ID. Only one Membership may be created per mobile telephone number. Unique individual information such as mobile phone number, e-mail address and Turkish ID number can not be used for other Memberships and a new Membership account cannot be created using this information.

14.3.3.4. Pegasus reserves the right to merge multiple Membership accounts it identifies as belonging to the same person into a single Membership account and to update Membership information accordingly, without requesting the permission of the relevant Member. This right does not constitute any commitment by Pegasus on the tracking, updating and management of Membership accounts, and it does not absolve Members' responsibilities in this regard.

#### 14.3.4. Validity of Records

14.3.4.1. Pegasus has the sole authority in the management of Membership accounts, calculation of BolPoints, Membership account records, updating of usage information, evaluation of Member complaints and making any changes in membership records when required. Pegasus records will be valid in case of dispute.

14.3.4.2. Members agree that in case of dispute, Pegasus records will constitute written evidence in accordance with the provisions of Article 193 of Law on Civil Procedure numbered 6100.

#### 14.3.5. Termination of Membership

14.3.5.1. Members may request to withdraw from the Pegasus BolBol Program at any time and for any reason during their Membership. Requests for withdrawal from membership can be submitted to Pegasus in writing or through the Pegasus Web Site or Pegasus Mobile Applications. Pegasus may request additional information for authentication purposes before processing withdrawal requests for the purpose of ensuring transaction security. Requests to withdraw from membership will be processed as soon as possible.

14.3.5.2. Pegasus may terminate Pegasus BolBol Program Membership at any time during the Membership, and for any reason, provided that seven days' notice is given to the Member through the appropriate communication channels the Member provided to Pegasus.

14.3.5.3. In the presence of either of the following just causes, Pegasus may immediately terminate an active BolBol Program Membership, without further explanation, with notification to this effect given to the Member through the appropriate communication channels the Member provided to Pegasus:

- a) Violation of the Pegasus BolBol General Rules,
- b) Where a Member provides any false or misleading information to Pegasus,
- c) Where a Member uses BolPoints for commercial gain purposes, or where a Member takes advantage of the BolBol Program in violation of the BolBol General Rules or legal regulations,
- d) Whenever the Contract of Carriage is terminated by Pegasus as per the Pegasus General Rules and a booking or Ticket is cancelled with just cause for maintaining flight safety and flight security, or for the protection of the personal well-being and property of Pegasus, Pegasus passengers, Pegasus employees, as well as its service providers and their employees, or
- e) If the Pegasus BolBol Program or Membership must be limited, disabled or suspended, or terminated, or where Pegasus must take precautions in situations which may result in the above to ensure legal compliance.

14.3.5.4. Apart from in the situations mentioned above, if the Pegasus BolBol Program comes to an end for whatever reasons, all Memberships and Linked Memberships will automatically expire.

14.3.5.5. The rights and obligations of Pegasus and Members are subject to the conditions stated in Article 14.3.6 in case of the Membership termination.

#### 14.3.6. Rights And Obligations In Case Of Membership Termination

14.3.6.1. As of the date on which the Membership is terminated pursuant to Article 14.3.5.1 or 14.3.5.2, BolPoints in the Membership Account will remain valid until their expiry. If the Membership account is reactivated during this period, unexpired BolPoints can be used in accordance with the conditions specified in the Pegasus BolBol General Rules.

14.3.6.2. In case of termination of the Membership pursuant to Article 14.3.5.3 or 14.3.5.4, all the Member's rights relating to the BolPoints in that Membership Account will expire on the date the Membership is terminated. In this case, Pegasus has no commitments with regard to BolPoints or any other obligation.

14.3.6.3. Termination of the Membership pursuant to Article 14.3.5.3 does not in any way restrict the use of claims, lawsuits and follow-up rights that Pegasus may have against the Member under the applicable law, and any liability arising from the transactions of the Membership Period.

#### 14.3.7 Young BolBol

14.3.7.1. Young BolBol is a benefit programme offered by Pegasus to Turkish citizens between the ages of 12-24. In order to become a member of Young BolBol, it is necessary to make a participation application from the Young BolBol page located in the membership settings section.

14.3.7.2. BolBol members whose name, surname, Turkish Identity Number and birth date are verified are entitled to become a Young BolBol member.

14.3.7.3. Young BolBol applications of Affiliated minor members between the ages of 12-17 can only be made through the BolBol accounts of the main members they are affiliated with. Participation requests for affiliated members can be made on the Young BolBol page.

14.3.7.4. The benefits of the Young BolBol programme are only applicable to the members concerned and may not be assigned to other members.

14.3.7.5. Young BolBol members will be removed from the Young BolBol programme by Pegasus when they complete 24 years of age. When affiliated members between the ages of 12-17 turn 18, they must add their phone numbers to their BolBol membership via the "Write to Us" segment or by calling the call centre. BolBol members whose phone numbers are added to their membership will be able to continue to be Young BolBol members by creating a password.

14.3.7.6. Pegasus BolBol members are eligible to participate twice in a calendar year in order to become a Young BolBol member. Members, whose right to participate has expired, need to wait for the next calendar year to participate again.

14.3.7.7. The benefits to be offered to Young BolBol members are determined by Pegasus and are followed by the members on the "Campaigns" pages under the membership segment after logging into their BolBol accounts. Pegasus reserves the right to change the campaigns at any time.

### 14.4. Earning and Using BolPoints; Cancellation of BolPoints

#### 14.1. Earning and Using BolPoints; Cancellation of BolPoints

14.4.1.1. The amount of BolPoints credited to the account of the Member is determined by the terms of the Pegasus BolBol Program at the time of the program activity, which is the basis for the earning of BolPoints. Authority over these terms is that of Pegasus, and Pegasus may unilaterally change the BolPoints earning and usage term at any time.

14.4.1.2. The earning of BolPoints is only calculated on the monetary totals paid for Scheduled Flights. BolPoints cannot be earned again on totals paid for a ticket using BolPoints. BolPoints cannot be earned from tickets fully paid for using BolPoints.

14.4.1.3. Apart from the BolPoints earned on monetary totals paid for international and domestic Scheduled Flights, BolPoints can be earned on the monetary totals paid for the Ancillary Products and Services offered by Pegasus, detailed below:

- a) Extra Baggage Allowance
- b) Pegasus Café (BolPoints will only be earned on products purchased in advance of the Flight)
- c) Pegasus Flex (Flexible Ticket Change and Cancellation Option)
- d) Seat Selection
- e) Travel with Pets

14.4.1.4. The specific requirements for the earning of BolPoints from the products and services referred to in Articles 14.4.1.2 and 14.4.1.3 are as follows:

- a) BolPoints cannot be earned on flights which are operated by another airline but which have a flight number belonging to Pegasus.
- b) In order to earn BolPoints, the Member must have actually boarded the flight. BolPoints will not be earned if the flight is not actually boarded, even if the ticket has been issued and/or check-in has been completed.
- c) BolPoints will not be earned if a Ticket purchased by a Member is cancelled, or if a refund is issued for Ancillary Products and services. If a Ticket is changed, BolPoints will only be earned on the price of the new Ticket.
- d) BolPoints earned will be credited to the Membership Account no later than 72 hours after the flight.
- e) Pegasus BolBol Members can earn BolPoints retrospectively on Scheduled Pegasus Flights completed up to six months prior to the activation date of their Membership using their Reservation Code (PNR) or the E-Ticket number. Processing of retrospective BolPoints can be done on the Pegasus BolBol Membership page of the Pegasus Website. Members must sign in then go to the "Contact Us" page, and make a request with a confirmation of their identity.

14.4.1.5. Pursuant to various contracts which may be concluded between Pegasus and its Business Partners, where Members purchase products or services offered by those organisations, they may earn BolPoints on condition that these are subject to BolBol General Rules. Pegasus is not liable to members for the failure of these organisations to fulfil program commitments or if they contravene their contracts, nor is Pegasus liable to members for damages incurred in connection therewith.

14.4.1.6. Members may earn BolPoints in case they fulfil the conditions specified for Pegasus' various games, virtual platforms and/or campaigns and in accordance with Pegasus BolBol General Rules. Pegasus reserves the right to terminate and/or change games, virtual platforms and/or campaigns offered to BolBol Members through Pegasus Communication Channels. The conditions and details of the specific campaign announcements can be accessed through the "Campaigns" tab of the Pegasus Website and/or by logging in via the Pegasus BolBol membership, from under the "Campaigns" tab.

14.4.1.7. Memberships linked to the Pegasus BolBol Premium and Pegasus BolBol Classic Credit Card and other similar banking products issued by Pegasus Business Partner ING BANK A.Ş. can earn BolPoints in the framework of the applicable specific terms and conditions between the Business Partner and Member relating to its products and services, as well as the Pegasus BolBol General Rules. In the event that Pegasus identifies more than one account belonging to a member and merges them, or accounts are merged upon a Member's request, BolPoints will be combined in the same pool.

14.4.1.8. Points earned will accumulate as BolPoints. In purchases made using currencies other than Turkish Lira, BolPoints earnings will be calculated on the basis of the applicable exchange rate on the date the Ticket, or Ancillary Product or Service is purchased. Pegasus General Rules will serve as the basis in currency conversions.

14.4.1.9. Authority over these terms is that of Pegasus, and Pegasus may unilaterally change the BolPoints earning and usage term at any time.

#### 14.4.2. Using BolPoints

14.4.2.1. Members who want to use BolPoints must fill in the required information for membership and must have read and accepted the Pegasus BolBol General Rules.

14.4.2.2. Members who want to use BolPoints for purchasing Tickets, must have at least 2000 BolPoints in their accounts. Members having 2000 BolPoints in their accounts can purchase Tickets using BolPoints and pay the remaining Ticket price by monetary payment.

14.4.2.3. Members who want to use BolPoints for purchasing Tickets, must have at least 2000 BolPoints and Members who want to use BolPoints for purchasing Ancillary Products and Services must have at least 500 BolPoints in their accounts. Members having 2000 BolPoints in their accounts can purchase Tickets and Members having 500 BolPoints in their accounts can purchase Ancillary Products and Services by using BolPoints and pay the remaining Ticket and/or Ancillary Product and Services price by monetary payment. Pegasus reserves its right to change the amount of minimum BolPoints required for the purchase of Ticket and Ancillary Product and Services.

14.4.2.4. When purchasing Tickets with BolPoints, in addition to the BolPoints amount determined for the relevant season and route; Airport Taxes, Check-in Fee and Service Fee are charged separately, which are among the Transportation Fare items. The amount of BolPoints determined for the relevant season and route for flights that can be purchased using BolPoints are 7,500 BolPoints for Domestic flights in winter season, 15,000 BolPoints for Domestic flights in summer season, 20,000 BolPoints for International Flights and North Cyprus Flights in winter season and 30,000 BolPoints for International Flights and North Cyprus Flights in summer season.

14.4.2.5. Members who want to use their BolPoints should specify that they wish to do so before choosing their Flight, and should select BolPoints as the Ticket payment type rather than any currency, before they continue the ticketing process. If the Ticket's BolPoints value is higher than the number of BolPoints in the Member's account, the Flight may still be selected. Before reaching checkout, an appropriate payment option for the number of BolPoints in the Membership account will be presented. If the Member does not wish to complete payment using the recommended method, they may choose the currency payment option recommended at the final stage, and only pay in the selected currency.

14.4.2.6. BolPoints will be used depending on their remaining validity period. BolPoints with the nearest expiry date will be used first. Pegasus has the right to close some tickets for the purchase with BolPoints depending on the time and vacancy of the flight.

14.4.2.7. Apart from Scheduled Flight Tickets, BolPoints can be used for the following Ancillary Products and Services:

- a) Extra Baggage Allowance
- b) Pegasus Café (BolPoints will only be earned on products purchased in advance of the Flight)
- c) Pegasus Flex (Flexible Ticket Change and Cancellation Option)
- d) Seat Selection

14.4.2.8. BolPoints can be used on Pegasus Ancillary Products and Services when purchasing Scheduled Flight Tickets or after purchasing a Flight Ticket for Ancillary Products and Services which can be purchased by using BolPoints.

14.4.2.9. In purchases made using BolPoints for currencies other than Turkish Lira, BolPoints earnings will be calculated on the basis of the applicable exchange rate on the date the Ticket, or Ancillary Product or Service is purchased. Pegasus General Rules will serve as the basis in currency conversions.

14.4.2.10. Authority over these terms is that of Pegasus, and Pegasus may unilaterally change the BolPoints earning and usage term at any time.

14.4.2.11. In the scope of BolPoints usage, Pegasus reserves the right to determine the minimum BolPoints that can be used in one time or the minimum BolPoints level that must be available in the Member's account. Pegasus reserves the right to exclude certain price, payment and/or customer categories partially or totally from the program, with prior notice given to members. Members

cancelling Tickets purchased using BolPoints and purchased after 17.08.2020, will be charged TL 70 for Domestic and North Cyprus Flights and USD 55 for International Flights.

14.4.2.12. The amount to be collected will be deducted from the amount to be refunded, if any and the part paid with BolPoints will be fully refunded. If the amount to be refunded does not meet the amount that shall be collected, the remaining difference will be collected and the part paid by BolPuan will be fully refunded. If the Ticket is fully bought by BolPuan, the refund will be made by charging TL 70 for Domestic and North Cyprus flights and USD 55 for International flights, as stated above. If the net amount to be refunded to the Members is lower than the tax amount collected from the Ticket, only the tax refund will be made and no refund fee will be charged.

#### 14.4.3. Crediting BolPoints to Member Accounts, Notification, Objections and Adjustments

14.4.3.1. Every Member has a personal Pegasus BolBol Membership to which earned BolPoints are credited. Earned BolPoints cannot be transferred to third parties or other members. BolPoints belonging to two or more Pegasus BolPoints members cannot be combined to take advantage of one benefit. The provisions in Article 2.1 relating to additional Membership are reserved.

14.4.3.2. BolPoints can only be used in the manner specified here. They cannot be converted into cash and they have no equivalent cash value. Pegasus has sole authority in the specification of BolPoints usage terms.

14.4.3.3. In the scope of the Pegasus BolBol Program, entitlements from transactions with Business Partners are recorded in the Member's account as of the date provided for in the agreement between Pegasus and the Business Partner, and it is not possible to earn BolPoints from Members' transactions performed prior to the agreement date. Announcements relating to promotions can be made on the Pegasus Website and/or by the Business Partner. It is the responsibility of Members to follow these announcements. BolPoints earned through transactions with Business Partners will be credited to Members accounts at various frequency intervals.

14.4.3.4. Members can find out their BolPoints balance and status by signing in on the Pegasus BolBol Membership pages on the Pegasus Website or the Pegasus Mobile Applications.

14.4.3.5. If for whatever reason BolPoints earned from the purchase of Scheduled Flight Tickets or an Ancillary Product or Service are not automatically credited to a Membership account, the Member may provide sufficient documentary evidence of their entitlement (e.g. Ticket or boarding pass) along with confirmation of their identity, and they may request that these BolPoints be retrospectively added to their Membership account within the six months of the purchase of the Flight, or Ancillary Products and Services.

14.4.3.6. The right to make requests for retrospective BolPoints earning will expire if the request is not made within six months after the date on which the activity (Flight, product or service, etc.) which earned the BolPoints took place.

14.4.3.7. Pegasus is authorised to evaluate objections relating to a Member's BolPoints balance and participation in Pegasus BolBol Program activities, and the calculation of any entitlements. Pegasus reserves the right to make any necessary corrections if it is deemed that BolPoints have been credited incorrectly for any reason to the Member's account.

#### 14.4.4. Validity of BolPoints

14.4.4.1. BolPoints will expire at the end of the second calendar year following the date the BolPoints were earned (the date on which the relevant flight took place). For example, BolPoints earned in June 2018 will expire at the end of December 31st, 2020. Pegasus reserves the right to change the validity periods of BolPoints.

14.4.4.2. The validity of BolPoints to be earned may vary. The validity periods of BolPoints awarded within promotions may differ from the validity periods of BolPoints earned from Scheduled Flights and Ancillary Products and Services. Similarly, the validity period of BolPoints earned from Flights and Ancillary Products and services may also differ. Pegasus BolBol members can sign in on the Membership pages of the Pegasus Website to see BolPoints which are due to expire, or they can request this information by sending a request via the "Contact Us" section of the Website along with confirmation of their identity. Pegasus is not obliged to inform members of BolPoints that are close to their expiry date.

14.4.4.3. Pegasus does not guarantee that Members will be able to fly on their desired route or dates at any given time. Ticketing for a Scheduled Flight using BolPoints which are about to expire must be completed before they expire. BolPoints that were not used within the allotted time will expire and the Member is not entitled to any right or claim with respect to these BolPoints from Pegasus. In case Tickets purchased using BolPoints are refunded after those BolPoints have expired, the BolPoints will be automatically deleted and will be shown as "expired BolPoints" on the Member's account. They will not be credited to the Member's BolPoints balance and the Member cannot use these BolPoints again.

#### 14.4.5. Transfer of BolPoints

14.4.5.1. Members of Pegasus BolBol can transfer their BolPoints, which are earned from products and services operated by Pegasus and offered to its members by Pegasus or the Business Partners that are included within the scope of the program, to another Pegasus BolBol member free of charge within the limits stipulated by Pegasus.

14.4.5.2. The amounts of BolPoints that can be transferred to another Pegasus BolBol member by the Pegasus BolBol member and that can be received from another Pegasus BolBol member, and the number of making/receiving the transfer shall be limited. In this context, each Pegasus BolBol member can check their limits for making/receiving transfers and their rights regarding the number of transactions when they desire from their BolBol accounts.

14.4.5.3. The BolPoints to be transferred/received by Pegasus BolBol members and their right to make transactions regarding these transfers shall be updated every month. Unused BolPoint transfer amounts and transaction limits shall not be passed on to the ensuing month.

14.4.5.4. The transfer transaction performed by Pegasus BolBol members cannot be reversed or canceled.

### 14.5. Pegasus BolBol Contact Rules, Personal Data Protection And Confidentiality

#### 14.5.1. General

14.5.1.1. Pegasus may send any notices, promotions, advertisements and announcements related to Membership to the contact addresses provided by the Member. The member also agrees that the contact details they have shared with Pegasus can be used by Pegasus and Business Partners under the Pegasus Plus Programme in order to communicate details such as promotions and the opening of new routes.

14.5.1.2. Pegasus, on the other hand, acts as the data manager in accordance with the provisions of the Protection of Personal Data Law 6698 as the operator of the Pegasus Plus program, and in this context, the personal data of Members is recorded by Pegasus, or on behalf of Pegasus as data officer, updated and retained as required, shared with domestic and international third parties, and processed by other methods specified in the Law.

14.5.1.3. Unless stated otherwise in Article 14.5.2, in relation to the sending of commercial electronic messages, the processing of personal data and data protection, the details in the Pegasus Airlines Privacy Rules are also valid for the Pegasus BolBol Programme, and the Pegasus Airlines Privacy Rules constitute an inseparable part of the Pegasus BolBol Program General Rules.

#### 14.5.2. Special Provisions on Personal Data

14.5.2.1. Where direct consent has been obtained or where allowed by the relevant legal regulations, in relation to your Pegasus BolBol Program Membership and for the purposes stated, Pegasus may process the following personal data:

- (a) Name, surname, occupation, address, telephone and fax numbers, e-mail addresses and other contact details,
- (b) Passport and identification information, and other identification information held at Business Partners in relation to products and services purchased from Pegasus and Business Partners; order and usage information in relation to products and services purchased from Pegasus and Business Partners, and within this scope, information in about choices and past experience in relation to products and services,
- (c) Information on personal interests,
- (d) Information communicated to Pegasus employees in the scope of complaints and requests relating to the Pegasus BolBol Program,
- (e) Usage information relating to the Pegasus Website, Pegasus Mobile Applications, and other communication channels,

14.5.2.2. Where direct consent has been obtained or where allowed by the relevant legal regulations, in relation to your Pegasus BolBol Program Membership and for the purposes stated, Pegasus may process the following personal data for the following purposes:

- (a) To create, update, merge your membership account and execute similar operations on your Membership account required for its management,

- (b) To better fulfil your membership rights and use of BolPoints,
- (c) To offer personalized offers and promotions,
- (d) Through the creation of a database, to list, report, verify, analyse and evaluate; create statistical information; to evaluate guest experiences ; to create member and user profiles, to make these unique and to carry out enrichment activities; and to share these with specialist third parties, in compliance with confidentiality conditions,
- (e) To analyse how you have used the Pegasus Website, Pegasus Mobile Applications and other communication channels, and to personalize communication channels to serve you better,
- (f) To research and develop products and services offered by Pegasus, and your personal selection potential in relation to these,
- (g) To communicate via the contact channels you have provided, or through channels presented to us through service providers, for the purposes of market research,
- (h) To be able to maintain commercial electronic communications about products offered by Pegasus and its Business Partners; to introduce you to new products, special offers and other information we think you might find interesting,
- (i) To provide access to products and services offered by Pegasus and its Business Partners under the Program,
- (j) To fulfil legal obligations in required circumstance or to fulfil requests made by legal authorities regarding security and protection of rights between you, Pegasus, Business Partners and employees,

14.5.2.3. Where direct consent has been obtained or where allowed by the relevant legal regulations, in relation to your Pegasus BolBol Program Membership and for the purposes stated, Pegasus may share your personal data domestically or abroad for the purposes listed here:

- (a) With Business Partners,
- (b) Employees, group companies, service providers,
- (c) Authorized administrative institutions domestically and abroad, and other related persons and organizations in line with legal obligations,
- (d) Other Members who are authorized to access the Membership account in accordance with the needs of the Linked Membership Account. You can access the full list of Business Partners in the scope of the Pegasus BolBol Program here

14.5.2.4. Pegasus may gather your personal data from the Pegasus Website, Pegasus Mobile Applications, Pegasus Call Centre, Airport Ticket Sales Offices, Check-in counters and flight security points; from Authorized Agents selling Pegasus products and services, and sales channels operating online; directly from direct marketing channels, through service providers, or indirectly (and to the extent that Business Partners' own privacy policies allow) through Business Partners, and it may retain this data for as long as necessary for the purposes specified here.

## 14.6. Other Provisions

### 14.6.1. Misuse

14.6.1.1. Pegasus reserves all rights pursuant to the Pegasus BolBol General Rules and legal regulations against Members who violate the BolBol General Rules, misuse BolPoints, or who provide false or misleading information for their own benefit.

14.6.1.2. In the cases mentioned, the Membership of the relevant persons may be terminated in accordance with the provisions of Article 14.3.5.3, and the BolPoints collected in the Membership account until end of the membership will become invalid. Pegasus will not accept benefits arising from the contravention of the Pegasus BolBol General Rules or the legal regulations in any way. In this scope, Pegasus' rights pursuant to Articles 14.3.6.2 and 14.3.6.3 are reserved.

### 14.6.2. Changes and Updates to the Pegasus BolBol General Rules; The Rights and Obligations of Pegasus

14.6.2.1. Pegasus has sole authority over the Pegasus BolBol Program. Pegasus reserves the right to make any type of change or update to the Pegasus BolBol General Rules without prior notice to Members.

14.6.2.2. Pegasus reserves the right, at its sole discretion, to completely or partially alter or withdraw from the Program Pegasus BolBol Program and/or its partnerships with its Business Partners at any time without any obligation, provided that they reasonable notice to Members.

14.6.2.3. In the scope of the Pegasus BolBol Program, unless otherwise stated, entitlements from transactions with Business Partners are opened to use in the Member's account as of the date provided for in the agreement between Pegasus and the Business Partner, and it is not possible to earn BolPoints from Members' transactions performed prior to the agreement date. Announcements relating to the Pegasus BolBol Program can be made by Pegasus on the Pegasus Website and/or by the Business Partner. Pegasus does not undertake to notify Members about the products and services, and promotions offered by Business Partners. It is the responsibility of Members to follow these announcements.

14.6.2.4. Pegasus does not undertake in any way to ensure that the promotions and advantages presented under the Pegasus BolBol Program remain in force and under the same conditions.

14.6.2.5. Pegasus' non-usage of any rights it is entitled to arising in the scope of the Pegasus BolBol Program, failure to request that a member adheres to any of the terms in the Pegasus BolBol General Rules, or delay in use of any right it is entitled to arising in the scope of the Pegasus BolBol Program General Rules in no way constitutes a waiver of Pegasus' rights or the requirement of members to adhere to one or all of the rules with which it is obligated to comply; nor do these constitute an entitlement or approval for the Member; nor do these constitute a precedent in these applications, and they will not be interpreted as such.

14.6.2.6. Pegasus is not liable for any taxes, fees and other expenses related to the benefits that the members earn from the Pegasus BolBol Program. Unless otherwise committed to in the Pegasus BolBol General Rules or undertaken by the relevant Business Partner, the liability for these will be the sole responsibility of the respective Member.

14.6.2.7. In case of violation of the Pegasus BolBol General Rules by Pegasus, damages will be limited to those arising directly from its liabilities, and which have been proven and determined by a competent court. Pegasus undertakes no responsibility for indirect damages and non-pecuniary damages.

### 14.6.3. Products and Services offered by Business Partners

14.6.3.1. In relation to Members' purchasing of products and services offered by Business Partners, these are subject to the terms and conditions applied by the Business Partner. Pegasus does not undertake any responsibility for informing the Members about these terms and conditions, and accepts no liability in this regard.

### 14.6.4. Right to Transfer the Program

14.6.4.1. Pegasus reserves the right to sell, use or otherwise transfer the rights and obligations of the Pegasus BolBol Program and/or any and all rights and obligations of the Pegasus BolBol Program to partnerships, affiliated companies and other affiliates or third parties. It also and reserves the right to transfer the rights and obligations arising from membership with the Members in this scope.

14.6.4.2. Members will be informed about the changes covered above with reasonable notice.

### 14.6.5. Applicable Law and Competent Authorities

14.6.5.1. Any dispute concerning the Pegasus BolBol General Rules is subject to Turkish law and the exclusive jurisdiction of Istanbul (Anatolian) Courts and Execution Offices.

## 15. APPLICABLE RULES FOR REQUESTS REGARDING PASSENGERS RIGHTS

15.1. Passengers are obliged to submit their requests in relation to passengers' rights arisen from applicable laws directly to the Company, before engaging any authorized legal representatives. Requests of children may be submitted by one of their parent and requests of passengers having no capacity to act, discernment or ability to move may directly be submitted to the Company by their authorized legal representatives. The Company reserves its right to decline any request directed to the Company from the passengers in violation of the said procedure.

15.2. A passenger may submit request on behalf of other passengers under the same PNR with respect to their compensation claims, subject to the written consent of the other passengers.

**15.3.** Passengers and their authorized legal representatives mentioned under Article 15.1. may submit their requests to us, through Pegasus Call Center, Pegasus Mobile Application, Pegasus Fax Number or Pegasus Internet Website.

**15.4.** Pegasus is committed to respond to requests within ten days following the first request date, unless additional information is necessary to process the request and in which case the time period will start as of the completion of the requested information. Should we fail to respond within this time period or if the response is considered unsatisfied by the passenger, the passenger may follow the procedure by means of their authorized legal representatives.

**15.5.** Pegasus will not process any request if a legally valid power of attorney executed by the principal in ink or electronically. Pegasus reserves its right to request additional information or document from the authorized legal representative. The Company does not accept any liability for not proceeding with the request due to any failure to submit a power of attorney in a manner that conforms with this paragraph.

## **16. LEGAL NOTICES**

### **16.1. Important Reminder**

**16.1.1.** The legal notices stated in this Section are prepared based on information notified to Pegasus by the relevant authorities or published as part of the applicable law. The obligations brought by the applicable law are on the passengers traveling by the air and the information in this Section is provided for the information of the passengers.

**16.1.2.** Pegasus regularly reviews the accurateness and actuality of the information published on the Website. However, the information published on the Website may change or may be subject to different interpretations and/or implementation. Therefore, Pegasus does not warrant or imply that the Pegasus Website is correct, actual and complete or is fit for a specific purpose or is consistent with any information that is not published on the Website, in respect of information sourced from third-parties or information that is subject to different interpretation or implementation by third parties. Pegasus neither assumes any obligation to update such information.

### **16.2. Mandatory Notice as per the European Union Regulation No. 889/2002 Amending Council Regulation (EC) No. 2027/97 on Air Carrier Liability in the Event of Accidents**

#### **16.2.1. Air Carrier Liability for Passengers and Their Baggage**

This information notice summarizes the liability rules applied by Community air carriers as required by Community legislation and the Montreal Convention.

#### **16.2.2. Compensation in the Case of Death or Injury**

There are no financial limits to the liability for passenger injury or death. For damages up to 100 000 SDRs (approximate amount in local currency) (128,821 SDRs as of 28.12.2019) the air carrier cannot contest claims for compensation. Above that amount, the air carrier can defend itself against a claim by proving that it was not negligent or otherwise at fault.

#### **16.2.3. Advance Payments**

If a passenger is killed or injured, the air carrier must make an advance payment, to cover immediate economic needs, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payment shall not be less than 16 000 SDRs (approximate amount in local currency).

#### **16.2.4. Passenger Delays**

In case of passenger delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for passenger delay is limited to 4 150 SDRs (approximate amount in local currency) (5,346 SDRs as of 28.12.2019).

#### **16.2.5. Baggage Delays**

In case of baggage delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for baggage delay is limited to 1 000 SDRs (approximate amount in local currency) (1,288 SDRs as of 28.12.2019).

#### **16.2.6. Destruction, Loss or Damage to Baggage**

The air carrier is liable for destruction, loss or damage to baggage up to 1 000 SDRs (approximate amount in local currency) (1,288 SDRs as of 28.12.2019). In the case of checked baggage, it is liable even if not at fault, unless the baggage was defective. In the case of unchecked baggage, the carrier is liable only if at fault.

#### **16.2.7. Higher Limits for Baggage**

A passenger can benefit from a higher liability limit by making a special declaration at the latest at check-in and by paying a supplementary fee.

#### **16.2.8. Complaints About Baggage**

If the baggage is damaged, delayed, lost or destroyed, the passenger must write and complain to the air carrier as soon as possible. In the case of damage to checked baggage, the passenger must write and complain within seven days, and in the case of delay within 21 days, in both cases from the date on which the baggage was placed at the passenger's disposal.

#### **16.2.9. Liability of Contracting and Actual Carriers**

If the air carrier actually performing the flight is not the same as the contracting air carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the ticket, that air carrier is the contracting air carrier.

#### **16.2.10. Time Limit for Action**

Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.

#### **16.2.11. Basis for Information**

The basis for the rules described above is the Montreal Convention of 28 May 1999, which is implemented in the Community by Regulation (EC) No 2027/97 (as amended by Regulation (EC) No 889/2002) and national legislation of the Member States.

#### **16.2.12. Legal Notice**

This is a mandatory notice required by European Union Regulation (EC) No. 889/2002. This notice cannot be used as a basis for a claim for compensation or to interpret the provisions of the Regulation or the Montreal Convention, and does not form part of your Contract of Carriage with Pegasus. No representation is made by the carrier as to the accuracy of the contents of this notice. Please refer to **13. Important Notice on the Liability of the Carrier** for detailed information on the carrier's liability and limitation of liability.

### **16.3. Tax Regime for Turkish Peace Force members for Flights Departing from North Cyprus**

**16.3.1.** Tickets issued to the military staff serving under the Turkish Peace Force will be exempt from Airport Taxes for Flights departing from North Cyprus.

**16.3.2.** Passengers benefiting from this exemption and purchasing Tickets for North Cyprus flights on military personnel fares must complete their Check-in before departing from North Cyprus at the airport Check-in desk and present their Border Crossing Permit. Passengers failing to comply with this requirement will be required to make payment for the applicable fare difference.

### **16.4. Mandatory Notice Regarding the German Federal Law on Mediation**

**16.4.1.** Pegasus is not a party to the German Mediation Body for Transportation Services and mandatorily participates in mediation processes for aviation disputes. The competent authority in this area is the "Schlichtungsstelle Luftverkehr" operating under the auspices of the Federal German Ministry of Justice and its contact details are provided below.

Schlichtungsstelle Luftverkehr beim Bundesamt für Justiz, Adenauerallee 99-103, 53113 Bonn:

[https://www.bundesjustizamt.de/DE/Themen/Buergerdienste/Luftverkehr/Schlichtungsstelle\\_node.html](https://www.bundesjustizamt.de/DE/Themen/Buergerdienste/Luftverkehr/Schlichtungsstelle_node.html)

[https://www.bundesjustizamt.de/DE/SharedDocs/Publikationen/Luftverkehr/Antragsformular\\_Schlichtungsverfahren\\_LufVG.pdf?\\_\\_blob=publicationFile&v=24](https://www.bundesjustizamt.de/DE/SharedDocs/Publikationen/Luftverkehr/Antragsformular_Schlichtungsverfahren_LufVG.pdf?__blob=publicationFile&v=24)

#### **16.5. Disclaimer on Duty-Free Sales On-Board**

**16.5.1.** Third-party offer and sale of duty-free items may be carried out on board Pegasus Scheduled Flights. Duty-free sales in this context will be carried out in accordance with the Turkish Customs Law No. 4458 and such sales are subject to the limitations thereunder, including in respect of limited exemptions for consumer goods that can be brought into Turkey by travelers.

For the Turkish Ministry of Foreign Affairs Customs Information Website:

[http://www.mfa.gov.tr/turkiye\\_ye-ait-gumruk-bilgileri.tr.mfa](http://www.mfa.gov.tr/turkiye_ye-ait-gumruk-bilgileri.tr.mfa)

#### **16.6. Notice on Israeli Consumer Protection Law**

**16.6.1.** You can access our notice as per the Israeli Consumer Protection Law from [here](#).

### **17. PRECAUTIONARY MEASURES TO BE IMPLEMENTED IN CASE OF EPIDEMIC/OUTBREAK OR CONTAGIOUS DISEASES**

**IMPORTANT NOTICE:** In cases of epidemic or outbreaks recognized by the World Health Organization and/or national authorities, additional precautionary measures determined by Pegasus will be applied with priority in order to halt the outbreak and prevent its spread, in accordance with the rules/guidelines established by the relevant ministries, national / international authorities and / or official health authorities. It is the responsibility of the passengers to adhere to such precautionary measures (Additional measures will be published when determined by the authorities).

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