



## **CARRY ON BAGGAGE RULES QRH**

MGA is responsible for the safe boarding of the passengers and the delivery of their luggage.

The standard baggage allowance defined for the passenger is shown on the passenger ticket.

The dimensions and rules in baggage transportation can be seen in the following headings.

The passenger should not carry any restricted or prohibited food not to have any problems at the entrance of the country that he is traveling to at all time.

### **1. BUSINESS CLASS BAGGAGE**

On all MGA flights, children and adult Business Class passengers are generally allowed to carry \* 40 kg of baggage (or the baggage allowance stated on the ticket) and a piece of 6 kg hand baggage per passenger will be free of charge, except any situation.

If the baggage allowance is exceed, the passenger will be informed for an extra excess fee. Once the additional fee is paid by the passenger, the baggage will be transported.

Note: passenger baggage allowance is subject to passenger ticket as some passengers purchase their tickets directly from MGA airlines web page. Their baggage allowance will be informed on PNL list and all infant passengers are allowed to carry 10 kg baggage.

Note: \*1 piece of baggage can be maximum 32kgs.

### **BBJ (Boeing Business Jet, B737-700-30Y) and VIP (B737-800-60Y) AIRCRAFTS BAGGAGE**

Excess fee shall not be applied for BBJ and VIP aircraft flights.

Baggage allowance will not be considered for BBJ and VIP aircraft flights.

Oversize baggage and baggage which do not fit cabin baggage/hand baggage dimensions shall be send to cargo compartment.

### **2. STANDARD BAGGAGE ACCEPTANCE**

On all MGA flights, children and adult passengers are generally allowed to carry 20 kg of baggage (or the baggage allowance stated on the ticket) and a piece of 6 kg hand baggage per passenger will be free of charge, except any situation.

If the baggage allowance is exceed, the passenger will be informed for an extra excess fee. Once the additional fee is paid by the passenger, the baggage will be transported.

Note: passenger baggage allowance is subject to passenger ticket as some passengers purchase their tickets directly from MGA airlines web page. Their baggage allowance will be informed on PNL list and all infant passengers are allowed to carry 10 kg baggage.

Note: MGA assume no liability whatsoever in case of confiscation of any of the items by local Airport Authorities.

### **3. BAGGAGE POOLING**

Baggage may be pooled between registered groups of passengers or passengers flying together, such as families. In this situation, the baggage allowances for each passenger are combined to make group total.








A registered group of 10 passengers may each have individual baggage allowance of 1 piece weighing up to 20kg. Pooling allowance is 10 pieces weighing 20 kg each for the entire group. Therefore if one group member has 2 pieces of bags and another has no checked baggage, the pooled allowance allows the second bag to be carried without penalty.


If a group or family travels together and all their belongings are in one baggage which does not exceed 32kg but over 20kg than GSP agent accept allowance for each passenger is 20 kg and no penalty applies, baggage weight pooling will be applied.

#### 4. CABIN/HAND BAGGAGE

The baggage will be considered as a hand baggage, except the personal belongings that the passenger carries in the cabin. Hand luggage should not weigh more than 6 kg and its dimensions should not exceed 55 x 40 x 20 cm. All passengers who carry their hand baggage must show to the authorized personnel during check-in. This is the way to check the standard of dimension meet at the required one. Hand baggage must be labelled as "Approved Cabin Baggage" If required by the authority

In addition to the free baggage allowance, each passenger can carry the items listed below free of charge:

PERSONAL BELONGINGS	SYMBOL	DIMENSION
Hand Bag		55 x 40 x 20 cm (max 6 kg)
Camera or Binoculars		55 x 40 x 20 cm
Tablet, Laptop		55 x 40 x 20 cm
Push Chair (Baby Buggy)		Pram max. 70 x 30 cm Stroller max. 40 x 40 cm
Umbrella (Not with sharper top)		90 cm
Baby Nursery Bag		
Baby Food (Feeding during flight )		

Lighter (Not as a weapon)		
Blanket ,Coat or Scarf		
Clutches (A pair)		
Insulin Pen, Special Food or other prosthetic devices (the item might be needed during flight)		

On MGA flights, non-prohibited liquid items can be taken on board. These liquids can be in the form of gel, paste or lotion. For example, toothpaste, hair gel, beverage, soup, perfume, shaving foam, deodorant.

- Liquid and gel products such as care and cosmetic products can be carried in hand luggage as long as they comply with the following conditions:
- Products in liquid or similar form should be no more than 100 ml. The total amount of liquid items/products to be carried in hand baggage must not exceed 1 liter and must be carried in safe, protective, transparent and ziplock bag against spills.

## 5. LIQUIDS IN HAND BAGGAGE

Only limited volumes of liquids may be taken on board on flights originating in flights of MGA.

Liquid and gel-type products, e.g. care and cosmetic products, may be hand-carried in as far as they comply with the following conditions:

- Repositories with liquids or similar products may contain up to 100ml in volume (the highest volume printed on the container as such is applicable).
- All repositories must be carried in a secure tamper-evident bag (STEB) with a maximum volume of one litre (1L).
- The plastic bag has to be presented separately and must be transparent and re-sealable at security control points.
- Liquid and gel products such as care and cosmetic products can be carried in hand luggage as long as they comply with the following conditions:
- Products in liquid or similar form should be no more than 100 ml. The total amount of liquid items/products to be carried in hand baggage must not exceed 1 liter and must be carried in safe, protective, transparent and ziplock bag against spills.

## 6. CREW BAGGAGE

If crew baggage presented at check-in counter than it shall also be tagged with CREW label and loaded separately than passenger baggage.

Crew baggage must not be offloaded without information of operating crew. Loading information as location also be delivered to destination airport GSP on LDM message.

#### **7. HEAVY, BULKY AND OVERSIZE BAGGAGE / EXCESS BAGGAGE**

MGA ensures that excess baggage exceeding the free baggage allowance and/or weight granted to passengers can be carried in the cabin or in the cargo hold for a fee.

The sum of the standard dimensions (width + height + height) of 1 piece of baggage belonging to the passenger should be 158 cm.

Baggage that is heavier or that does not fit the specified dimensions is considered "oversize" baggage. The baggage allowance granted to the passenger cannot carry exceed 32 kg (for 1 piece) even if the excess baggage fee has been paid, baggage exceeding 32 kg will be considered as "cargo" and will be subjected to cargo processing.

#### **8. SPECIAL ITEMS AND SPORT EQUIPMENT**

Passengers can carry the sports equipment they want to carry with them while traveling, provided that they are booked in advance, for a fee.

The label that is provided by passenger, must have personal information (name, surname, mobile phone, etc.) must be on the sports equipment. These equipment should packed safety and well by the passenger, to prevent from any damaged and be brought to the counter at check-in desk.

Sports equipment is excluded from the free baggage allowance that is granted to the passenger and is subject to an extra charge. This charge is made in according to the condition of excess baggage. If sports equipment weight is exceeding 32 kg than oversize baggage procedure will be applied. If sports equipment which is heavier than 32 kg and divided into 2 or more pieces than a separate fee is charged for each piece and transported in the cargo hold.

Transportation of sport equipment is subject to notification before flight and appropriate packaging.

##### ***Fishing:***

- Dimension (width x length x height) :200 cm (packed)
- Shall be packed in its special bag to prevent damage.

***Bicycle:***

- Sum of dimension (width x length x height) :280 cm
- Weight of Bicycle may vary up to 1 to 50 kg
- The bicycle should be packed well with its own package or card box.
- Tires shall be deflated.
- Motorized and battery powered bicycles are not permitted. For lithium battery powered bicycles please check lithium battery carriage Dangerous Goods Rules.

***Golf:***

- A golf set consist of; A pair of golf club, golf ball, a pair of golf shoes.
- Maximum weight is 20 kg.
- All golf equipment should be in its special bag to prevent damage.

***Ski & Snowboard:***

- Maximum weight is 20 kg.
- Ski and Snowboard equipment should be in its special bag to prevent damage.

***Short boards / Water surf***

- Dimensions: 292 cm length 60 cm width.
- The surf board shall be packaged with its nose and tail covered with bubble wrap or foam plus the sides supported to soften blows in a way to prevent damage and carried in its special bag

***Windsurf***

- One surfboard, one wooden spar, one mast and one sail constitute windsurfing equipment
- Dimensions: 292 cm length 60 cm width.
- Windsurfing masts/sails are accepted if they are detachable and foldable.
- Windsurfing equipment should be in its special bag to prevent damage.

***Diving Equipment:***

- Diving equipment consists of: Diving suit, flippers, 1 mask, 1 empty scuba tank (oxygen tank), scuba regulator, harness, tank pressure gauge, BCD jacket, dive light, 1 snorkel, knife, harpoon and 1 life jacket. Dangerous goods rules shall be applied for torch and lamps.
- Diving cylinders shall be empty.
- The air in buoyancy vest shall be emptied.
- Equipment such as underwater flashlight (diving lamp) and soldering iron can be carried as hand baggage or checked baggage. In order to prevent an unexpected situation during flight, the heat generating section or power source of the equipment shall be separated, and packaged to restrict activation. The removed batteries shall be protected against short circuit.
- The harpoon shall not be set and its tips shall be packed separately.
- It as accepted with their special cases or as appropriately packaged.
- Dimension (width x length x height) :200 cm

### **Canoe:**

- Canoeing equipment consists of one canoe and one set of rows. The maximum length of canoe is 3.5 meters. It is not possible to carry motor or electrical components of canoes.
- Canoeing equipment should be packed properly prevent damage.
- Canoe shall be deflated.

### **Music Equipment**

Various musical instruments belonging to the passenger can be carried in the cabin for a fee, with an extra seat/ticket, provided that the following procedures are followed:

- Maximum size should be 100 x 58 x 43 cm and weight 75 kg.
- Passenger must have a boarding pass for the musical instrument.
- The musical instrument may only be placed on the seat or by the window.
- If any evacuation occupies, the music instrument must be left on the plane.

**Important Note:** If the passenger keeps the musical equipment as a hand baggage, the rest of personal belonging in the cabin will not be in the baggage allowance as free of charge.

Musical instruments (cello, double bass, etc.) are larger and/or heavier than the dimensions that can be carried in the cabin. These equipment can be transported in a suitable and strong carrying container in the cargo hold.

**Important Note:** Special baggage (sports equipment, musical instruments, etc.) is not included in the passenger's free baggage allowance and an additional fee must be paid. Please contact to MGA to make a reservation for your baggage. The Special baggage must be safely packed for transportation. MGA will not be responsible for any damage that might be occurred after check-in if the baggage is not well packed.

## **9. PETC & AVIH**

Pets belonging to the passenger to be carried with the passenger must be notified to MGA before the flight and the reservation must be created 48 hour before departure time. After the approval given by MGA, you could see the documents required for the transportation of pets, for a fee below:

- Rabies antibody titration test , which can be obtained from Provincial Directorates of Agriculture and Forestry ( must be obtained 48 hours before the flight)
- Passport or official veterinary animal health certificate issued by the authorized veterinarian (must include the identity card of the animal, the owner's name, surname, address, telephone number, description of the animal and health information of the pet)
- Vaccination card that is shown identity information for cats and dogs (rabies vaccine and periodic vaccine),
- IATA LAR acceptance check list which must be filled by passenger

***Carry-on Pet in Cabin Rules (PETC)***

- ➔ Pets in cabin (PETC) are animals up to a weight of 8 kg including the kennel and are allowed to travel in the cabin. The kennel must not be larger than cabin bag (55x40x20cm).
- ➔ Transportation of pets with the passenger are not included in the free baggage allowance and are subject to an extra fee.
- ➔ Total PETC number is maximum 4 for all kinds.
- ➔ Parrots and pigeons must be transported in the aircraft hold (AVIH). Except for parakeets and canaries.
- ➔ Rodents are not accepted to cabin or cargo compartment of aircraft. (Rabbits, hamsters etc.)
- ➔ Pregnant pets and puppies/kittens less than 3 months old are not allowed on the flight.
- ➔ The final decision will be made by the captain pilot for transportation of the pet in cargo hold.
- ➔ Soft-surface cages or bags are not accepted in the cargo area when carrying pets.
- ➔ Some animal species (American Pitbull Terrier, American Staffordshire Terrier, Pitbull Terrier, Japanese Tosa, Doberman etc.), which are called prohibited breeds, are not accepted for flights due to international aviation rules.
- ➔ On flights from Turkey to international destinations, domestic animals (angora goat, Sivas kangal, Ankara cat and Van cat), which are native to Turkey and under protection, are allowed in the T.R. We accept it on the condition that it is approved by the sender from the Ministry of Agriculture and Forestry. The approval document obtained from the relevant ministry must be presented at the counter before the flight for the animals to be transported.

Cats, dogs, cage birds, reptiles, ornamental fish, etc. they can be transported in the cabin if they are carried in a suitable box or carrying case. Carrying pet in the cabin weight is up to 8 kg, including the case and they are allowed to travel with the passenger. The case should not be larger than 55 x 40 x 20 cm, and should be suitable for safe transportation with a leak proof, horizontal locking system.

The pet must remain in the carrying case for during the flight. Passengers who is travelling with their pets are not allocated a seat at the emergency exits.

***Pet in Cargo Hold (AVIH)***

Pets can be transported in the cargo hold. The passenger who is the owner of the pet is responsible for complying with the IATA Livestock Regulations (LAR) and the requirements of their country of origin and destination. Transportation of pets should only be approved by MGA in the original LAR AVIH and PETC Transport Box. It is necessary to use the required LAR - "Live Animals" label in the transport box and the owner of the pet personnel details (name, surname, address, telephone, number of pets and pet name, etc.) must be written on it. Passengers carrying cats/dogs are required to have a "pet passport".

For safety flight, MGA requests the following items from passengers while the passenger's pets are being transported in the cargo hold:

- ➔ Pets being on a leash,
- ➔ Be in a specific a carrier bag or pet cage,
- ➔ Its maximum weight must not exceed 35 kg.
- ➔ Maximum 2 AVIH can be loaded to aircraft.

	Max Number for A/C	Max weight	Dimensions
PETC	4	Up to 8 kg	55cm x 40cm x 20cm
AVIH	2	Up to 8 kg	53cm x 37cm x 37cm
		Up to 11 kg	62cm x 41cm x 45cm
		Up to 14 kg	73cm x 45cm x 53cm
		Up to 22 kg	82cm x 56cm x 60cm
		Up to 35 kg	99cm x 61cm x 68cm

Other animals such as reptiles, amphibians and others should always be locked in a specially adapted cage that should never be opened during flight.

### **Important Notes:**

- MGA must be informed about the written notification and approval must be received from the passenger or agency representative regarding the transportation of pets, via reservation, up to 48 hours before the flight time operations@mga.aero and dutyops@mga.aero
- Being carried in cargo hold pets must be clean, healthy and calm. Animals with poor health will not be transported by MGA.
- Pregnant pets and puppies/kittens less than 3 months old are not allowed on the flight.
- The final decision will be made by the captain pilot for transportation of the pet in cargo hold.
- Soft-surface cages or bags are not accepted in the cargo area when carrying pets.
- MGA does not accept responsibility for the health of pets during and after the flight.
- MGA must be informed about the written notification and approval must be received from the passenger or agency representative before the flight time to be transported guide dogs (the dog accompanying the visually/hearing impaired passenger) in the cabin. operations@mga.aero and dutyops@mga.aero
- Some animal species (American Pitbull Terrier, American Staffordshire Terrier, Pitbull Terrier, Japanese Tosa, Doberman etc.), which are called prohibited breeds, are not accepted for flights due to international aviation rules. For details <https://www.tarimorman.gov.tr>
- On flights from Turkey to international destinations, domestic animals (angora goat, Sivas kangal, Ankara cat and Van cat), which are native to Turkey and under protection, are allowed in the T.R. We accept it on the condition that it is approved by the sender from the Ministry of Agriculture and Forestry. The approval document obtained from the relevant ministry must be presented at the counter before the flight for the animals to be transported.



**10. FIREARMS AND AMMUNITION**

It is strictly forbidden for passengers in MGA flights. Only the exemption in some countries Police Protection Officers acting as Bodyguard hold an exemption from local national laws that enables them to carry their weapons on their person when accompanying specific named VIPs. A condition on the exemption requires the police to provide the operator with a copy of the relevant exemption in advance of the flight to demonstrate that the exemption applies to them and the person they are accompanying.

Specific local laws approve the carriage of weapons by operators in accordance with the exemption issued to Police Protection Officers. Should an operator be asked to carry protection officers bearing weapons on their person and the Police do not/cannot provide a copy of the relevant exemptions (preferably when booking the flight), then their weapons must be stowed in a location that is inaccessible during flight.

All armed police officers that carry out close protection duties may carry their weapon(s) in the cabin of MGA aircraft provided the following conditions are met:

- They are accompanying their 'principal' (the person they are protecting) at the time of flight.
- They are in possession of a valid exemption form.
- MGA has advance notice of the flight and travel date(s).

When the police officer is not accompanying any of the persons referred to in the exemption, the unloaded arms and ammunition shall be stowed in a location, which is inaccessible to passengers on the aircraft.

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All armed police officers that carry out close protection duties may carry their weapon(s) in the cabin of MGA aircraft provided the following conditions are met:

- They are accompanying their 'principal' (the person they are protecting) at the time of flight.
- They are in possession of a valid exemption form.
- MGA has advance notice of the flight and travel date(s).
- When the police officer is not accompanying any of the persons referred to in the exemption, the unloaded arms and ammunition shall be stowed in a location, which is inaccessible to passengers on the aircraft.

**In any cases above the seat number of authorized armed person shall be informed to the Pilot in command.**

**Carriage of firearms in aircraft hold**

- Ensure that firearm is not loaded , no ammunition in the chamber or magazine and ammunition shall be carried separately from the fire arm.
- Firearm and ammunition must be stowed in a place that is inaccessible to any unauthorised person during the flight.
- Firearms are not to be carried in the flight deck or retained by any crew member
- Carriage of firearms is permitted by all states involved as departure, transit, arrival and overflying.
- Pilot in command must be notified prior to commencement of the flight.
- Local security regulations is applied in the event of any item suspected to be an unauthorised weapon is discovered.

Important Note: For more detailed information Please see Security Manual Part 1

## 11. EXCESS BAGGAGE FEES (EU CURRENCY)

CATEGORY	EXCESS BAGGAGE FEE (EURO)
Excess Baggage (1 -5 flight hours)	9 EUR/1 KG
Excess Baggage (more than 5 flight hours)	10 EUR/1 KG
Oversize Baggage is calculated as: * if more than allowed baggage weight in Ticket, excess fee applied ** Additionally all oversize bag is subject to have 10 Euro without weight limitation	* Excess fee is applied if more than allowed bag weight in ticket **10 Euro oversize fee without considering excess weight
Pet in cabin with case max. 8 kg	50 EUR
AVIH	75 EUR/1 PIECE
Bicycle upto 20 kg	50 EUR/1 PIECE
Bicycle between 20-50 kg	90 EUR/1 PIECE
Fishing Equipments upto 20 kg	45 EUR/1 PIECE
Windsurf upto 20 kg	60 EUR/1 PIECE
Kitesurf, Wakeboard upto 20 kg	60 EUR/1 PIECE
Canoe upto 20 kg	60 EUR/1 PIECE
Diving Equipments upto 20 kg max. 190x75x65 cm a set diving equipment	50 EUR/1 PIECE
Rubber Boat upto 20 kg	50 EUR/1 PIECE
Snowboard Equipments Untill 20 kg	60 EUR/1 PIECE
Ski ve related equipments (boots,ski goggles , helmet, special clothes etc.) equipment pair should not exceed 20 kg. free. If it is over,it will be charged as excess baggage.	10 EUR/1 KG
Golf Equipments upto 20 KG(golf stick and bag for a pair of golf shoe)	50 EUR/1 PIECE
Nordic Walking Poles upto 20 kg	25 EUR
Walking Stick	Free
Scooter upto 20 kg	30 EUR/1 PIECE
Fired guns untill 20 Kg	60 EUR/1 PIECE
Fired guns untill 30 Kg	80 EUR/1 PIECE
Fired guns untill 50 Kg	100 EUR/1 PIECE
Ammunition untill 5 kg	Free
WCHC-WCHS-WCHR	Free
Escort Dog	Free
Blind Passenger service	Free
Deaf Passenger Service	Free
Mute Passenger Service	Free
Unaccompanied Minor (UM)	50 EUR

**Important Note:** When calculating the excess baggage fee, rounding off the fractions of kilograms to whole numbers is done according to the rules:

- excesses up to 0.5 kg - to the small whole number,
- excesses of 0.5 kg and more - are calculated by rounding to the larger whole number.

## 12. MEDICAL REPORT FOR REDUCED PASSENGER

The acceptance for transportation of sick, disabled and handicapped passengers is restricted in the interest of their own safety and that of other passengers.

	Medical Report (Fit to Fly)
Wheelchair	Not required
Surgical Suture	Required
Plaster Casts	Required
Pregnant	Required between 28-36 weeks
Stretcher	Not accepted to flight
Infectious Diseases	Required

**Important note:** All passengers with broken limbs must have medical clearance to travel and all medical report validity is considered as last 10 days before the flight.

**Important note:** All passengers who got infectious diseases such as chickenpox, measles, mumps must have medical medical clearance to travel and all medical report validity is considered as last 10 days before the flight.

## 13. SPECIAL CATEGORIES(SCP) AND REDUCED MOBILITY(PRM) PASSENGERS

### Special Categories(SCP)

#### UNACCOMPANIED MINORS

Unaccompanied Minors (UM) are children at less than full legal age travelling on their own, not being in the custody of a person that has attained full legal age. Unaccompanied Minors may not be carried on any MGA aircraft unless a commercial attendant is assigned to the flight.

Children over the age of 12 years but under the age of 18 years travelling alone are named Young passengers and are to be considered as Unaccompanied Minors (UM) if for these children is requested UM handling.

No minors below the age of 5 will be accepted as UM.

No other Passengers are allowed to take Children below Age of 5 years as UM who didn't belong to Family. Check: Family name and documents!

No written acceptance / declaration from such Passenger are allowed who didn't belong to Family. Check: Family name and documents!

UM must be shown on Passenger Information List (PIL) by name.

In addition the report for "MGA Unaccompanied Minor Information" according Unaccompanied Minor Form has to be completed to ensure that the UM is accepted from and handed over to the correct person(s). It shall be completed either at the reservation office or latest at the check-in.

The parents or guardian making the reservation for the UM have to provide the names, addresses and phone number of the person(s) escorting the UM to the airport of departure and picking up the UM at the arrival airport. MGA becomes fully responsible for the UM from the moment he is handed over by the parents or the authorized adult to the staff concerned. UM's will be accompanied to the airport of departure by an escort. The escort name



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is mentioned on the handling advice for UMs.

The escort delivers all documents necessary for travel to the handling or supervision agent concerned. The escort has to stay at the airport until the respective aircraft is airborne. He carries responsibility for the UM until the UM is handed over to a member of the handling agent. To ensure that the UM will safely be transferred to one of our Cabin Attendant (CA) a ground staff member will personally guide the UM to our aircraft.

Upon arrival the Cabin Crew Member will hand over the UM(s) to our contracted GSP. This staff will take care of the UM until it is picked up by the respective escort named on the handling advise.

UM cannot stay overnight for connection flights. There must not be 8 hours between connection flights.

UM cannot be assigned to Emergency Exit rows

UM shall be seated in a seat where CC has a visual eye contact with

Pilot in command shall be informed for UM and location of seat.

The following items have to be applied for departure

Maximum 3 UM is allowed on MGA flights so crew can easily assist if needed.

Check the identity of the person who is delivering the UM. Fill UM forms completely and correctly and ask deliver

### **CHILDREN AND INFANTS**

#### **Infants**

Infants are minors who have not yet reached their second birthday. All children aged 2 years and over must be allocated a passenger seat. The age of an infant is determined as being from 7 days old up to, and including, the date of its second birthday. Babies are not accepted for travel within the first 7 days of birth.

A maximum of 63 infants are allowed on MGA flights due to oxygen mask requirements on rows for B737-800 aircraft and 167 infants are allowed for B777-300ER aircraft.

Carriage of Infants is limited to %10 of seat capacity of aircraft. If booked infant number exceeds %10 of seat capacity, necessary life vest and baby seat belts will be loaded to aircraft.

Infants must be held in the arms of the adult and the safety belt of the adult's seat must only strap the adult but not the infant.

If the infants reach their 2nd birthday during the journey, they will be considered as children as of the birthday. Passengers travelling with infants should be assigned to seats next to areas capable of fitting bassinets.

Baby strollers dimensions have to be checked with MGA ground operations department and approval required prior to flight with max dimensions is 400x 40 cm.

With the exception of Unaccompanied Minors, Infants and Children must always be accompanied by an adult of minimum 18 years of age.

Multiple occupancy of a seat by one adult and by one infant is permitted only if the infant is properly secured by a loop belt or other restraint device supplementary to the adult's safety belt harness. In such a case, and when oxygen dispensing units are prescribed, one unit each shall be available for both the adult and the child.

Premature and/or unhealthy babies may only be accepted for travel after receiving medical clearance from their doctor. A medical certificate is required and they must be accompanied by a medically qualified person.

Every infant travelling must be accompanied by an adult as it is the responsibility of the passenger to provide sufficient care for the infant.



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### **Children**

Persons who have reached the 2nd but not the 12th birthday are considered as Children.

If the infants reach their 2nd birthday during the journey, they will be considered as children as of the birthday.

With the exception of Unaccompanied Minors, Infants and Children must always be accompanied by an adult of minimum 18 years of age.

Children may not be seated in Emergency exit rows.

### **VERY IMPORTANT PERSON (VIP), BUSINESS CLASS PASSENGERS**

Passengers who are of commercial interest to the company or other persons of public standing or purchased his/her ticket as business class are entitled to special attention on ground as well as on board.

Stations noticing or being informed that one of these passengers is booked on a MGA flight should make the necessary arrangements to offer these passenger/s a personalized service at the airport of departure, including assistance by a MGA and GSP staff through customs/immigration formalities, use of special waiting rooms if available, seat selection, courtesy drinks, and pre-boarding escort.

The station of departure shall advise the Cabin Crew of the VIP's name, title, and the seat-number allocated to her/him.

The station of destination shall also be advised as soon as possible to enable them to arrange similar courtesies upon arrival.

Business class passenger name list shall be delivered to GSP by MGA Ground operations prior to flight and after check-in completed names and seat numbers of those passenger information shall be transmitted to operating crew.

Business class passenger boarding/de-boarding sequence is described in 2.21 of GOM.

### **YOUNG PASSENGERS**

Children over the age of 12 years but under the age of 18 years travelling alone are named Young passengers. In the case that UM handling for these children is requested, UM handling and papers are to be submitted as described in "Unaccompanied Minor" section.

However Young Passenger requesting UM handling are not counted as UM and will not be included in UM figures. Young Passenger must be shown on PIL by name.

### **GROUP PASSENGERS**

A party of 10 or more passengers are classified as group passengers except infants.

- GSP make check-in individually to all passengers in group.
- If possible assign seats together considering airline current AHM and weight and balance documents.
- Baggage tags must be issued individually and must bear the respective passenger's identification
- Baggage tags for family members travelling together may be issued in one family member

### **NON STANDARD GROUPS**

Passengers like sport teams, military groups is defined as non-standard groups.

Unusual groups, passengers of size, or groups outside standard set shall be communicated to load control and pilot in command.

### **MOTHERS-TO-BE**

Expectant mothers are not recommended to travel after the 28th week of pregnancy but will be carried as;

Pregnant passenger declaration is the base to be accepted on board.

- From the beginning of 28th week of pregnancy (calculated using the estimated date of delivery) a doctor certificate is required for accepting flight (after the beginning of 28th week until the end of 36th week).
- Until the beginning of 28th week of pregnancy, no need for any medical report. From the beginning of 37th week, pregnant passenger cannot be accepted on board even they have doctors report.
- If pregnant passenger waits twins or more; after 32 weeks shall not be accepted

MGA have to receive a copy of the medical certificate prior to the flight. If the pregnancy is anything other than normal, whatever the length of the pregnancy, a doctor's certificate, stating that the passenger is fit to travel, will be required

**Important Note:** Medical report validity is considered as last 10 days before the flight.

### **PASSENGER WITH DISABILITIES (PWD)**

A disabled passenger refers to an individual who has a physical, sensory, intellectual, or mental impairment that may hinder their ability to travel or access transportation services without assistance or accommodations. Disabilities can vary widely and may include mobility impairments, visual or hearing impairments, cognitive impairments, or chronic illnesses that affect a person's ability to navigate transportation systems independently. Disabled passengers often require additional support, modifications, or specialized services to ensure their safety, comfort, and accessibility during travel. These accommodations may include accessible vehicles, ramps or lifts, priority seating, sign language interpreters, or other aids and services that cater to the specific needs of the disabled individual. The goal is to provide equal opportunities for individuals with disabilities to participate in travel activities and access transportation services with dignity and inclusivity.

MGA therefore, is entitled to insist upon the production of a written report on fitness for travel, issued by a suitably qualified medical doctor.

A passenger that is accompanied by a medical specialist can be transported on the condition that all medical support equipment required for the passenger is placed on board the aircraft.

The disabled person often knows the best way in which they can be assisted and this should be discussed with them, passengers are required to advise MGA of their requirements as early as possible before the STD of their flight.

Great care must be taken when handling a disabled passenger as different disabilities have different needs and injury can result if incorrect assistance is given. Always direct questions to the disabled passenger (preferably at their level) and not to their companion and never assume that a disabled passenger cannot communicate.

In addition to the high standards of service, which MGA endeavour to offer to every passenger, certain categories of passengers require extra attention or guidance.

### **Under normal circumstances, MGA will not carry the following categories of passenger:**

- Passengers who have an infectious disease.
- 28th week of pregnancy (calculated using the estimated date of delivery) a doctor certificate is required for accepting flight (after the beginning of 28th week until the end of 36th week).
- Until the beginning of 28th week of pregnancy, no need for any medical report.
- From the beginning of 37th week, pregnant passenger cannot be accepted on board even they have doctors

report.

- If pregnant passenger waits twins or more; after 32 weeks shall not be accepted.
- Passengers who have had a coronary thrombosis within the previous three weeks.
- Passengers with a respiratory disease sufficient to cause "Dyspnoea/dyspnoea" (Shortness of breath) at rest or on very mild exertion.
- Passengers who have undergone abdominal surgery within the previous two weeks.
- Passengers who have suffered a spontaneous pneumothorax and where the lung has not fully expanded.
- Passengers who have undergone thoracic (spine) surgery within the previous three weeks.
- Passengers who have suffered a significant haemorrhage or who are severely anaemic (e.g.: iron deficiency).
- Passengers with certain haemoglobin disorders, especially sickle cell anaemia.
- Moribund persons. (Passengers approaching death, about to die)

In exceptional circumstances, a passenger suffering from one of the above may be accepted provided that a Medical Certificate has been obtained and approved by the respective MGA customer service department, Ground Operations and sales/commercial department.

**Important Note :** Full details of any passengers requiring special attention must be given to the destination and en-route airports as soon as the aircraft departs. This will ensure that, if required, the necessary arrangements can be made to escort the passenger on arrival.

**Important Note :** Medical report validity is considered as last 10 days before the flight.

- GSP agent ask PWD passenger what assistance they require and how agent can help
- Assign seat which accommodates the passenger needs in consultation with the passenger and ensure that passenger are not allocated or occupy seats where their presence could impede the emergency evacuation.
- If the passenger travels with a person care attendant and/or safety assistant, they shall be given seats immediately adjacent to or across aisle from the passenger they are assisting
- Advise passenger of airline equipment like cabin wheel chair, braille, tactile markings, accessible lavatories etc.
- Ensure SSR codes and any other relevant information are recorded in DCS and PNR.
- Pre boarding shall be accomplished.
- Whenever feasible, PWD using wheelchair or other mobility aid, should be permitted to use their own personal mobility aid throughout the airport until they reach the aircraft and receive it back near the aircraft upon arrival.
- When in transit, if the time permits between flights, the airline should offer to return to PWD their personal mobility aid and allow to retain until they need to be stored again for carriage.
- Stations shall be informed accordingly with necessary SSR messages.

Following codes used to identify type of disability and assistive service provided to passenger

BLND Blind Passenger

DEAF Deaf Passenger

DPNA Disabled Passenger needs assistance

MAAS Meet and Assist

WCHR Wheelchair for Ramp, passenger can ascend/descend steps and make own way to/from cabin seat

WCHS Wheelchair for Steps, passenger cannot ascend/descend steps but able to make own way to/from cabin seat

WCHC Wheelchair for Cabin seat, passenger completely immobile, requires wheelchair to/from aircraft and



must be carried up/down steps and to/from cabin seat.

**Passenger Of Reduced Mobility (PRM)**

Wheelchairs and other mobility aids are crucial to passengers who use them and shall be treated with care. Manual or electric power wheelchairs has to be handled according to instructions provided by passenger and IATA DGR Manual. Battery powered wheelchairs need special handling. Passengers using a wheelchair or other mobility aid should be given the following options.

The retain of mobility aid throughout the airport where possible

Check it in and be provided with an airport wheelchair to autonomously reach the gate, where possible

Check it in and be accepted by dedicated agent with an airport wheelchair or electronic cart to reach the gate

If the passenger mobility aid ;

Is not check in, its usage should be permitted up to the aircraft door and the mobility aid stored in the hold of the aircraft and shall be delivered to passenger on aircraft door again upon arrival to destination airport.

Wheelchair weight, size and battery type must be received from passenger and approved by carrier prior to flight and compliance with IATA DGR regulations.

PIC shall be informed of the location of the mobility aids and/or the batteries

Categories of Wheelchair's;

**WCHR** Wheelchair for Ramp, passenger can ascend/descend steps and make own way to/from cabin seat

**WCHS** Wheelchair for Steps, passenger cannot ascend/descend steps but able to make own way to/from cabin seat

**WCHC** Wheelchair for Cabin seat, passenger completely immobile, requires wheelchair to/from aircraft and must be carried up/down steps and to/from cabin seat.

**WHEELCHAIRS DRIVEN BY A NON-SPILLABLE DRY OR GEL TYPE BATTERY**

Carriage and traveling with a battery driven wheelchair is subject to international dangerous goods regulation and pre-approval from carrier. It is permitted to be carried only as check baggage to aircraft hold. Please see IATA DGR Manual 2.3.2.2

- The battery must be securely attached to the wheelchair or mobility device.
  - The battery terminals must be protected to prevent short circuits by being enclosed within battery container
- Batteries designed to be removed, e.g. in the case of foldable wheelchairs, the following also applies:
- The battery must be removed.
  - The battery must be protected from short circuits by insulating the terminals (e.g. by taping over exposed terminals).
  - The removed battery must be transported in strong packaging in the cargo compartment.
  - The mobility aid, the batteries, electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.

Pilot in command must be notified by the location of mobility aids and installed batteries, removed batteries and spare batteries.



### **WHEELCHAIRS DRIVEN BY A NON-SPILLABLE, LITHIUM-ION BATTERY**

Carriage and traveling with a battery driven wheelchair is subject to international dangerous goods regulation and pre-approval from carrier. It is permitted to be carried only as check baggage to aircraft hold, with the exception of removable batteries which may be transported in carry-on baggage only.

- The battery must be securely attached to the wheelchair or mobility device.
- The battery terminals must be protected to prevent short circuits, e.g. by being enclosed within a battery container.
- Batteries must meet the requirements of the 'UN Manual of Tests and Criteria', Part III, Section 38.3. Proof must be provided when booking or checking in at the airport, e.g. by a certificate from the manufacturer, or a personal written confirmation.

Batteries designed to be removed, e.g. in the case of foldable wheelchairs, the following also applies:

- Remove the battery.
- The battery must be protected from short circuits by insulating the terminals (e.g. by taping over exposed terminals).
- The batteries must be individually packed in a protective container provided by the passenger.
- The battery's watt-hour rating must not exceed 300 Wh.
- A maximum of one spare battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh may be carried.
- The battery must be carried as additional carry-on baggage.

### **WHEELCHAIR DRIVEN BY A WET BATTERY**

Carriage and traveling with a battery driven wheelchair is subject to international dangerous goods regulation and pre-approval from carrier. It is permitted to be carried only as check baggage to aircraft hold.

- The battery must be securely attached to the wheelchair or mobility device.
- The battery must be disconnected.
- The battery terminals must be protected to prevent short circuits, e.g. by being enclosed within a battery container.
- The battery can only be accepted if it can be transported in an upright position. If this is not possible, the battery must be removed and the wheelchair can only be accepted without it.
- The battery can then only be shipped as cargo.
- The mobility aid, the batteries, electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.

Packaging must be marked "BATTERY WET, WITH WHEELCHAIR or BATTERY WET WITH MOBILITY AID" and be labelled with "CORROSIVE LABEL" and "PACKAGE ORIENTATION " label.

Pilot in command must be notified by the location of mobility aids and installed batteries, removed batteries and spare batteries.

### **LITHIUM BATTERY AND BATTERY POWERED BAGGAGE AND OTHER EQUIPMENT**

**Leisure Transportation Devices** In general, leisure transportation devices powered by lithium batteries, like hover boards, electronic skateboards and self-balancing devices, are not allowed either in a checked bag or in the cabin, as the batteries have a rating of 100 Wh or more.

**E-cigarettes** Electronic cigarettes (e-cigarettes) must always be kept in hand baggage. It is also forbidden to recharge them while on board the aircraft.

**Smart bags** with removable batteries may be accepted for travel in the cabin with the battery installed. Smart bags which are checked or valeted must have the battery removed by the passenger and the battery must remain in the passenger's possession. If the battery cannot be removed, the bag will not be allowed on any MGA aircraft. Removed battery(ies) baggage can be loaded to cargo hold but battery shall remain with the passenger on board.

**Power banks** shall be carried in cabin with the passenger and shall not be loaded to cargo hold baggage. Power banks should have a capacity of no more than 100 Wh or 20000 milliamp.

**Important Note:** Damaged, Defective or Recalled Lithium Batteries Lithium-ion cells and batteries that have been identified by the manufacturer as being defective for safety reasons, or that have been damaged, that have the potential of producing a dangerous evolution of heat, fire or short circuit (e.g. those being returned to the manufacturer for safety reasons) and not permitted to carry in hand or hold baggage.

#### 14. SEAT ASSIGNMENT

PWD as well as their personal care attendant and/or safety assistant shall be assigned seats in their ticketed cabin that will facilitate boarding and disembarkation and will minimize inconvenience to the passenger and maximize the scope for cabin crew assistance.

PWD shall never assigned to the seats where their presence could impede the emergency evacuation of aircraft, impede crews in the performance of their duties and obstruct access to emergency equipment.

Personal care attendants and/or safety assistants shall be given seats immediately adjacent to the passenger they are attending to it.

Following criteria will be applied to PWD seating;

- PWD traveling with service dogs should be assigned seats that allow space for the dog near a floor level exit but not impeding access to it.
- PWD be seated as not to impede evacuation of aircraft
- If crutches, canes or similar walking aids are stored in a special location in the cabin, the user of such aids should be assigned seats nearby, to permit quick access to the aids when needed
- Passenger with stiff legs, fractured legs in casts, paraplegics, etc. should be accommodated in seats allowing maximum space for their comfort or space leg support devices with the least possible disturbances to passengers in the adjacent seats.
- Arms in casts should not obstruct the aisle or emergency exits.

- Passengers with a disability affecting only one side of their body ( hemiplegic, artificial limb, arm or leg in cast, splint or brace) should be assigned seats which will best accommodate the passenger and will facilitate their mobility in cases of emergency

Disabled passengers and PRMs should be pre-boarded and the Crew must be notified of their presence, given brief details of their condition. Also they shall be de-boarded lastly from the aircraft and their selves and documents shall be delivered to GSP staff by cabin crew.

The limitation of carriage of disabled passenger is based on aircraft type and pre information shall be given to carrier with medical certificate, exact dimensions and weight of aids and medical language to ensure safe and comfortable travel to those passengers.

During an emergency evacuation they must remain stowed and assistance provided by the passenger's companion, crew members or passengers who have been briefed to help.

## 15. CHECK-IN COUNTER REQUIREMENTS

Check-in counters opening and closing times are ;

Aircraft Type	Check-in Open	Check-in Close/Boarding Start Time	Number of Counter	Business Class
B737-700 BBJ/30Y	120 min prior STD	30 min prior STD	***	2
B737-800 VIP/60Y	120 min prior STD	30 min prior STD	***	2
B737-800/189Y	180 min prior STD	60 min prior STD	3	
B737-900/215Y	180 min prior STD	60 min prior STD	3	
B757-300/275Y	180 min prior STD	60 min prior STD	4	
B777-300/339Y	180 min prior STD	60 min prior STD	4 (5)	1**
B777-300/521Y	225 min prior STD	75 min prior STD	6 (7)	1**

\*\* If no Business Class passengers booked, Economy class check-in counter shall be 5/7 OR Business Class counter can be used for economy class passengers after Business class passenger check in completed.

**Important Note:** Number of check-in counters can be vary based on nature of airport infrastructure and GSP shall inform Carrier during contracting period.

Any different aircraft type which may be used for subcharter operations, 84 passenger for each counter shall be considered.

**16. PASSENGER BOARDING SEQUENCE**

If aircraft in bridge position; Sequence must be applied.

- Deportees and inadmissible passengers.
- Passengers needing special assistance (Reduced mobility passengers and UMs).
- Business Class Passengers
- Transit passengers.
- Families with small children.

**\*\*\*B737-900 ER Special Boarding / De-boarding sequence**

Special sequence shall be applied for B737-900 aircraft as below due to tail tipping incidents may occur.

The process of boarding and disembarkation of passengers shall always be controlled by cabin crewmembers to ensure that passengers move forward evenly, that no large gaps are formed between passengers in the forward and aft parts of the cabin, and that passengers do not move backwards under any circumstances.

Cabin crewmembers must always be ready to stop the disembarkation by preventing the passengers in the forward part of the cabin from leaving the aircraft in case of deviation of this process from normal conditions.

**During boarding:** Boarding sequence must start with first section-seated passengers, handling agents will embark passengers from 1 to 15 rows firstly to aircraft.

**During De-Boarding:** De-Boarding must start from aft section passengers. After arrival to destination cabin crew must make announcements for passenger disembarkation rule to all passenger.

## 17. MEALS AND REFRESHMENT

Offer light refreshments/snacks or meals in accordance to the time of the day and of course in accordance to the length of delay. Flight Dispatch Center is sending the Voucher / Refreshment Messages.

Meals and Refreshments are applicable only to:

- Passengers holding a firm reservation and
- Passengers holding a boarding card

Duration of delay	Light Refreshments / Snacks	Meals	Hotel
Less than 2 hours	No	No	No
2 to 3 hours	Yes (1)	No	No
3 to 4 hours	Yes (1)	Yes (2)	No
More than 4 hours	Yes (1)	Yes (2)	No
8 hours or more	Yes (1)	Yes (2)	Yes (3)

**Important Note:** Stations must inform the local caterer / restaurant before sending large number of passengers.

1. Light Refreshments / Snacks contain a beverage and/or a sandwich which shall not exceed the prices as confirmed by MGA Flight Dispatch Center on the given occasion.
2. A meal shall not exceed the prices as confirmed by MGA Flight Dispatch Center on the given occasion.
3. Hotel accommodation must be confirmed by MGA Flight Dispatch Center prior booking.

If permission is granted from MGA for HOTAC, Handling agent and / or our tour operator will arrange suitable hotel rooms. MGA will be charged for single rooms / double rooms for couples including shower, breakfast, transport to and from the hotel. If possible try to accommodate passengers of one flight in the same hotel. Alcoholic Drinks and extra expenses for passengers will not be paid by MGA.

**NOTE: PLEASE CHECK GROUND OPERATIONS MANUAL FOR DETAILED EXPLANATIONS**