



QUICK REFERENCE for MGA

Carry On Baggage Rules

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.

Standard/Free Baggage

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 exceeded, 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.

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".

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.

Excess Baggage and Oversize 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.

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.

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. After the approval given by MGA, you could see the documents required for the transportation of pets, for a fee below:

- 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),
- Rabies antibody titration test,
- Flight certificate for birds,
- The entry permits and other necessary documents that you are traveling to (blood test required for the animal, veterinary health certificate, etc.)

Carry-on Pet in Cabin Rules (PETC)

- Pets in cabin (PETC) are animals up to a weight of 6 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.)

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 6 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	Excess Fee
PETC	4	Up to 6 kg	55cm x 40cm x 20cm	5€/1 kg
AVIH	2	Up to 7 kg	53cm x 37cm x 37cm	50€/1 piece
		Up to 11 kg	62cm x 41cm x 45cm	50€/1 piece
		Up to 14 kg	73cm x 45cm x 53cm	50€/1 piece
		Up to 22 kg	82cm x 56cm x 60cm	50€/1 piece
		Up to 35 kg	99cm x 61cm x 68cm	60€/1 piece

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 2.5 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>

Firearms and Ammunition

Special arrangements exist for the transportation of firearms and ammunition for a fee. Written notification and approval must be received by the passenger or agency representative at least 48 hours before the departure time operations@mga.aero

Each firearm should be secured and empty packed in a carrying case with special lock.

Sporting ammunition up to a maximum of 5 kg per passenger is allowed. Ammunition must be packaged separately from the firearm in a tough container. Ammunition and gunpowder containing explosive or flammable projectiles may not be carried on board under any circumstances.

Excess Baggage Fees

CATEGORY	EXCESS BAGGAGE FEES (EURO)
Excess Baggage (0 – 6 hours flight)	5 €/1 KG
Excess Baggage (more than 6 hours flight)	10 €/1 KG
Oversize Baggage is calculated as: * If more than allowed baggage weight in Ticket, excess fee is 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 (55 x 40 x 20 cm) max. 6 kg	5 €/1 KG
AVIH up to 22 kg	50 €/1 PIECE
AVIH up to 35 kg	60 €/1 PIECE
Bicycle up to 20 kg	40 €/1 PIECE
Bicycle between 20-50 kg	80 €/1 PIECE
Fishing Equipment up to 30 kg	35 €/1 PIECE
Windsurf up to 20 kg	45 €/1 PIECE
Kitesurf, Wakeboard, Parachute and Paraglider up to 20 kg	30 €/1 PIECE
Canoe up to 20 kg	55 €/1 PIECE
Diving Equipment up to 20 kg max. 190 x 75 x 65 cm a set diving equipment	50 €/1 PIECE
Rubber Boat up to 20 kg	45 €/1 PIECE
Snowboard Equipment up to 20 kg	30 €/1 PIECE
Ski and related equipment (boots, ski goggles, helmet, special clothes etc.) equipment pair should not exceed 20 kg. If it is over, it will be charged as excess baggage.	40 €/1 PIECE
Golf Equipment up to 20 kg (golf stick and bag for a pair of golf shoe)	50 €/1 PIECE
Nordic Walking Poles up to 20 kg	25 €
Scooter up to 20 kg	25 €/1 PIECE
Fired guns up to 20 Kg	25 €/1 PIECE
Fired guns up to 30 Kg	50 €/1 PIECE
Fired guns up to 50 Kg	90 €/1 PIECE
Ammunition up to 5 kg	15 €
Short boards / Water Surf ; 292 cm length 60 cm width	30 €/1 PIECE
Unaccompanied Minor (UM)	50 €

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.

PERSON WITH REDUCED MOBILITY (PRM)

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 28-34 weeks
Stretcher	Not accepted

* 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.

SPECIAL CATEGORIES of PASSENGERS (SCP)

Children, infants, very important person (VIP), Business Class passengers, minors (UM) and young passengers are categorized as special passenger. 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.

* Infants are not accepted for travel within the first 7 days of birth.

* Disabled passengers and PRMs must never occupy a seat in an emergency Exit row. They must be seated where they will not impede the crew in their duties, obstruct access to emergency equipment or hinder the speedy evacuation of the aircraft.

* A passenger who, for medical reasons, wishes to carry their own supply of **oxygen**, must be advised that one small cylinder may be carried in accordance with the exemptions listed in the IATA Dangerous Goods Manual. Information about Oxygen required passenger must be given to Customer Service and Ground Operations department not later than 48 hours. If passengers' oxygen bottle is not suitable to carry on board or in cargo compartment than passenger shall inform MGA Customer Service and Ground Operations departments to arrange additional oxygen cylinder for his/her flight. The oxygen cylinders which are located in cabin will only be used in an emergency cases and not to be used for reserved passenger needs.

* Passengers travelling with **wheelchairs** or walkers have to register prior to departure date and notify their condition at check-in process Registration of a wheelchair or similar equipment must include such information like dimensions and weights. Passengers who are severely handicapped must

present a copy of an officially approved report stating their condition and availability for flight. A wheelchair to aircraft will be provided for a requiring passenger who would notify in advance and be present at check-in 2 hours before departure time.

For carrying battery powered wheelchairs, battery should be dismantled from the chair and placed in isolation package.

We ask our passengers to make reservations for any of their notifiable conditions or belongings as early as possible before their flight date.

Passengers should contact their travel agency or tour operator

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)

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