



# SunExpress

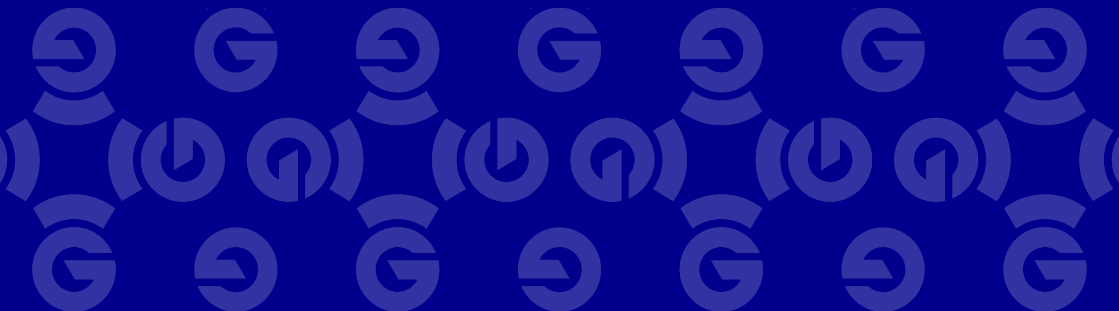
## Agent Information





# Quick Agent Checklist

- ✓ Confirm airline booking reference with client.
- ✓ Tell clients to check in online 72-3.5 h before departure.
- ✓ Advise printing boarding pass where needed.
- ✓ Explain baggage allowance by fare and encourage pre-booking extras.
- ✓ Communicate check-in and gate deadlines clearly.
- ✓ Highlight that failing to check in on time can result in cancelled booking.

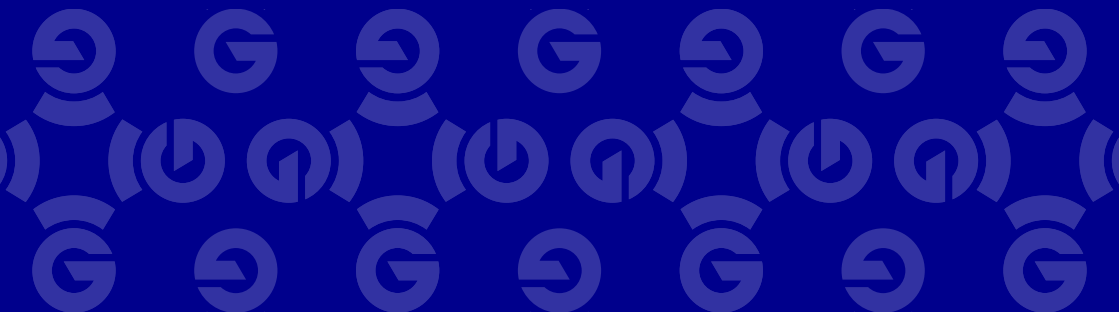




# Essentials

## Booking & Confirmation

- All SunExpress flights use electronic tickets; confirmation with the booking reference (PNR) is sent by email.
- Travel agents must ensure clients receive the airline booking reference (usually a 6-character alphanumeric code). This is needed to check in online or manage services.
- Tour operator bookings: clients should use the "Tour Operator" tab on SunExpress check-in if required and have the tour reference to hand. the terminal making it perfect for weekends away or holidays!





# Check-In Options

## Online Check-In (Recommended)

- Free of charge for all passengers.
- Opens 72 hours before departure (check depends on route and system).
- Clients can choose seats, add baggage, and extras when checking in online.
- After online check-in, clients can download/print a boarding pass or use the mobile one where accepted.



**Tips for agents:** Provide clear instructions on entering names exactly as on the ticket (e.g., replace umlauts; enter double names correctly).





# Check-In Options

## How to check-in online:

### Step 1

Visit **SunExpress** official website.

### Step 2

Find the "Online Check-in" section on the homepage.

### Step 3

**Enter Your Details:**

- Booking reference (PNR)
- Last name (as on passport)
- Click "Continue."

### Step 4

**Choose the passenger(s)** you want to check in.

### Step 5

**Choose Your Seat:**

- Free seat selection (standard seats, depending on fare)
- Paid seat options (extra legroom, preferred seats)

### Step 6

**Add Extras (Optional):**

- Add baggage
- Purchase meals
- Add sports equipment
- Upgrade your seat

### Step 7

**Confirm & download your boarding pass:**

- Add baggage
- Purchase meals
- Add sports equipment
- Upgrade your seat

*Online check-in usually opens 24-36 hours before departure and closes 3-4 hours before the flight (varies by airport).*



**Some airports require a printed boarding pass ONLY, even if checked in online.**



# Check-In Options

## Airport Check-In

Available, but may not be free:

### Pre-booked

- Reduced fee (~2.99 € / £)
- Paid at airport (~5.00 € / £).

### Free for:

- Passengers on SunPriority/  
SunPremium fares
- Unaccompanied minors (5-12 yrs)
- Passengers needing special assistance
- Those travelling with pets in cabin
- Interline/code-share passengers

### Airport check-in closes:

- **International flights:**  
about 60 minutes before departure.
- **Domestic flights (Turkey):**  
about 45 minutes before departure.



**Tips for agents:** Advise arrival at least 2-3 hours before departure to allow for check-in, security, passport control, and longer distances at big airports.





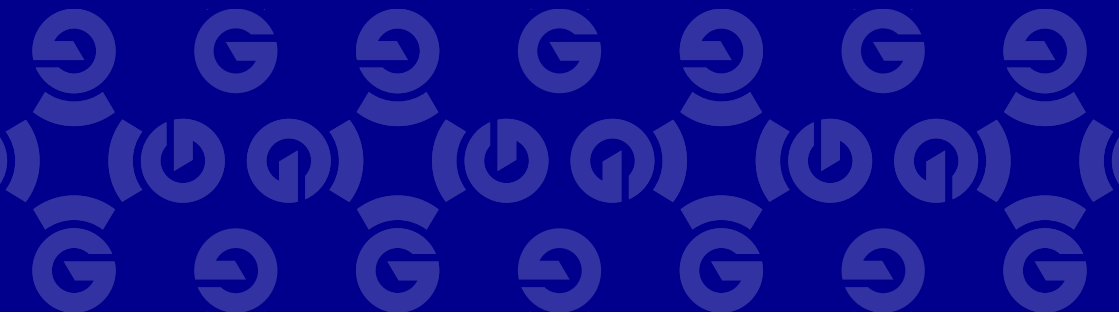
# Baggage Allowances & Check-In Related Rules

## Checked Baggage

- Varies by SunFare (SunLight, SunValue, SunEco+/SunComfort). Free checked baggage ranges from none (SunLight) to 20–35 kg.
- Single pieces must not exceed 32 kg and max size is 158 cm (L+W+H).
- Extra baggage can be pre-booked in 5 kg increments online (cheaper than at airport).

## Hand & Cabin Baggage

- Standard hand baggage = 1 bag up to 8 kg (max 55 × 40 × 23 cm).
- Personal items (e.g., small backpack) under the seat are allowed; policies depend on fare.
- Sharp objects are not allowed in cabin bags; advise clients to pack these in checked luggage.
- Extra baggage can be pre-booked in 5 kg increments online (cheaper than at airport).





# Baggage Allowances & Check-In Related Rules

## Deadlines Agents Should Communicate

- **Check-in opening:** approx. 72 hours pre-flight online.
- **Online check-in closes:** usually a few hours before departure (varies by system).
- **Airport check-in closes:** ~60 min (int'l) / ~45 min (domestic).
- Clients must be at the gate on time or risk denied boarding.

## Extras & Services

- **Seat selection:** can usually be added during check-in.
- Extra services like priority bag drop (SunPriority), extra baggage, meals, etc. can be sold pre-flight; ensure clients know how to add these.
- Name changes are limited (max 3 letter corrections).





## Trade contact details

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