

COMPENSATION PAYMENTS

In accordance with the Regulation on the Rights of Passengers Traveling by Air (SHY-PASSENGERS); in the event that the flight is canceled due to reasons other than extraordinary situations, the passenger is denied boarding due to overbooking, or any one of the following conditions occurs, a compensation, which includes Turkish Airlines products and services as well, is assessed, and the passenger(s) is called back as per the result of such assessment.

- If s/he is not notified of the cancellation at least two weeks before the scheduled departure time,
- Unless s/he is notified of the cancellation two weeks to seven days before the scheduled departure time, and s/he is offered a route change that enables her/him to departure maximum two hours before the scheduled departure time and arrive their destination maximum four hours after the scheduled arrival time,
- Unless s/he is notified of the cancellation shorter than seven days before the scheduled departure time, and s/he is offered a route change that enables her/him to departure maximum one hour before the scheduled departure time and arrive their destination maximum two hours after the scheduled arrival time.

In case of denied boarding or cancellation, the distance calculation shall be based on the scheduled final destination.

If passengers are offered a change of route to their final destination with an alternative flight that does not exceed the planned arrival time of the booked flight in two hours for flights of 1,500 kilometers (1,500 km included) or less, three hours for flights between 1,500 and 3,500 kilometers (3,500 km included), and four hours for flights longer than 3,500 kilometers, other offers to be offered to the passengers may vary.

The abovementioned services apply to the passengers who travel on complimentary tickets as well.

In case of a downgrade, the passenger is compensated by offering Turkish Airlines products and services in addition to the price difference.

In case of complimentary tickets (tickets issued in consideration of air miles); 3,000 miles for flights between 0-1500 km, 5,000 miles for flights between 1500-3500 km, and 10,000 miles for flights over 3500 km are paid as compensation.

No compensation is assessed for the flight irregularities caused by the extraordinary situations (situations such as meteorological conditions, natural disasters, security risks, unexpected flight safety deficiencies, strike, political instability).

In calculating the Turkish Lira equivalent of compensation claims, the foreign exchange selling rate of the Central Bank of the Republic of Türkiye on the date the compensation is paid shall be applied.



TURKISH AIRLINES

STAR ALLIANCE

PASSENGER RIGHTS

Dear Passengers,

In case of any denied boarding, flight cancellation or delay of a flight for a period of at least two hours, you can benefit from the rights prescribed in relation to the compensation and service system of Türk Hava Yolları A.O. (Turkish Airlines), as per the "Regulation on the Rights of Passengers Traveling by Air" published by the Directorate General of Civil Aviation.

Any special services, which may be needed by our passengers with reduced mobility, or our unaccompanied minors, shall be provided by our employee in accordance with the said Regulation.

We would like to remind you that our company shall not be held liable in the event that our passengers fail to provide their contact details as requested by our company either during the reservation, or subsequently, or if they provide such details inaccurately.

Passengers with confirmed reservations who apply to the pre-flight counter (check-in) at the latest 60 minutes before the departure time for Turkish Airlines' international flights and 45 minutes before the departure time for domestic flights can benefit from the following services in case of flight irregularities.

Any passengers, who are not admitted to the flights due to such reasons as medical condition, safety, security and inappropriate travel documents, are excluded from the scope of the services to be offered.

No compensation shall be paid to the passengers in respect of flight irregularities in case of any extraordinary circumstances (meteorological conditions, natural disasters, security risks, unforeseen deficiencies in terms of flight safety, cases such as strike, and political unrest).

You can submit your feedback by filling in the feedback form available on our website www.turkishairlines.com and our **mobile application**, or through our following communication channels. You can also share your comments with us by completing the feedback form available in our **in-flight entertainment system** during your flight

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Social Media: Facebook ve Twitter (@TK_HelpDesk) accounts

For further information, please refer to www.turkishairlines.com and www.shgm.gov.tr

SERVICES TO BE PROVIDED IN CASE OF FLIGHT IRREGULARITIES

During the waiting period between the arrival time of the disrupted flight and the departure time of the alternative flight, the services specified in the table below will be provided.

Services	16-59 min.	60-119 min.	120-179 min.	180-299 min.	300 min. and longer
Information Service	✓	✓	✓	✓	✓
Right to Free Phone Call (Twice) Without Time Limitation, Fax, Email	✓	✓	✓	✓	✓
Hot/Cold Drink			✓	✓	✓
Light Snack					✓
Main Course (depending on the time of day)*				✓	✓
Accommodation and Transportation Services (airport and accommodation Place)	If the delay is eight (8) hours or more, accommodation is provided. If overnight stays become necessary, accommodation is provided regardless of time constraints, depending on the station's facilities. Transportation between the accommodation and the airport is provided free of charge. In cases where entry into the country is not possible due to border regulations, the passenger is kept in the transit area or provided with accommodation according to the airport's hotel facilities.				
Transportation Fee (for alternative vehicles)	Passengers are offered transportation options between the departure/arrival points shown on their original tickets and the departure/arrival points on the alternative flight.				

In cases where a connection is interrupted for various reasons during a multi-destination flight on the same ticket, or the destination is changed due to unavoidable circumstances, resulting in the flight ending at a different airport, the passenger's travel will be provided on the first available flight. The services specified in the table above will be provided according to the waiting time between the arrival time of the disrupted flight and the departure time of the alternative flight.

In the event that the flight is terminated at a different airport by changing the destination due to force majeure (weather conditions, technical reasons, etc.), the passenger's transportation is ensured by using the means of transport that enable them to arrive at the destination specified on the ticket as soon as possible.

Passengers who have a confirmed and valid ticket but cannot travel due to overbooking or whose travel is allocated to a lower class will receive the services specified in the table above, taking into account the waiting times during the allocation of their travel.

TICKETING RIGHTS GRANTED TO PASSENGER IN CASE OF FLIGHT DELAY

In case of flight delay, transactions will be processed according to the ticket entitlements specified in the table below, based on the waiting time.

Ticket Rights	121-179 min.	180 min. and longer
Free Reservation/Route Change*	Domestic Flights ¹	Domestic Flights ² International Flights ²
Refund of Ticket Price**		Domestic Flights - International Flights

*If the changes affect the passenger's travel plans, changes can also be made free of charge for other flights in the same group.

¹ A free change can be made once to the same destination or to one of a maximum of five (5) airports closest to the original destination in the flight network, within -1/+7 days of the original flight date.

² Within the validity period of the ticket, -7/+360 days, one free change is allowed to the same destination or to one of the maximum five (5) airports closest to the original destination in the flight network, provided that the flight date is the same.

**Detailed information regarding ticket refund procedures can be obtained from ticket sales offices.

TICKETING RIGHTS GRANTED TO PASSENGERS IN CASE OF FLIGHT IRREGULARITIES (EXCLUDING DELAY AND SCHEDULE CHANGE)

In case of flight disruptions (excluding delays and schedule changes), transactions will be processed within the scope of the ticket rights specified in the table below.

Ticket Rights	Ticket Type
Free Reservation/Route Change*	Domestic Flights - International Flights
Refund of Ticket Price**	Domestic Flights - International Flights

* If the changes affect the passenger's travel plans, changes can also be made free of charge for other flights on the same ticket.

Within the validity period of the ticket, -7/+360 days, and on a single flight date, a free change can be made to one of a maximum of five (5) airports closest to the original destination or the same destination in the flight network.

For domestic tickets, the cancellation penalty and for international tickets, the reservation/route change fee will not be charged to the passenger once.

** Detailed information on ticket refund procedures can be obtained from ticket sales offices.