

## 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 Turkey on the date the compensation is paid shall be applied.



**TURKISH AIRLINES**

A STAR ALLIANCE MEMBER 

## 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](http://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 and Twitter (@TK\_HelpDesk) accounts

For further information, please refer to [www.turkishairlines.com](http://www.turkishairlines.com) and [www.shgm.gov.tr](http://www.shgm.gov.tr)

## DELAY OF FLIGHTS

In case of delay of flights, the services specified on the following table shall be provided on the basis of the waiting period.

Services	Between 15 minutes - 1 hour 15 to 60 minutes	Between 1 - 2 hours 61 to 120 minutes	Between 2 - 3 hours 121 to 180 minutes	Between 3 - 5 hours 181 to 300 minutes	5 hours and over 300 minutes and over
Announcement Service	√	√	√	√	√
Free of Charge Reservation/Route Change *			Domestic Lines <sup>1</sup>	Domestic Lines <sup>1</sup>	Domestic Lines-International Lines <sup>2</sup>
Refund of Ticket Fare **					√
Free of charge phone calls (for two times) with no time limitation; and free of charge Fax and E-mail.			√	√	√
Hot/Cold Beverage			√	√	√
Light Meal					√
Main Course (based on the time zone)				√	√
Accommodation and Transport service (airport-place of accommodation)	In the event that the delay lasts for eight (8) hours and longer, accommodation service is given. In cases where overnight stays become necessary, accommodation service is provided depending on the station facilities, regardless of the time limit. The passenger shall be transported between the accommodation place and the airport free of charge. In cases where the passenger is not let into the country due to border rules, the passenger shall either be kept waiting at the transit hall or provided with the hotel accommodation services of the airport, if any.				

\*In the event that any reservation changes affect the travel plan of the passenger, then the changes for the other flights, of the passenger, specified on the same ticket, shall also be carried out free of charge.

<sup>1</sup>A free change can be made once, within -1/+3 days of the original flight date, to the same destination or to the nearest airport to the original destination on our flight network, from among the 3 closest airports.

<sup>2</sup>A free change can be made once, with a flight date within the validity period of the original ticket, to the same destination or to the nearest airport to the original destination on our flight network (as long as the alternative airport is not located more than 1000 KM away), from among the 3 closest airports.

\*\*Detailed information regarding any actions for refund can be obtained from ticket sales offices.

## MISCONNECTION/DIVERT

In respect of the travels, which are indicated on the same ticket as to continue to multiple destinations, in the event that the connection is disrupted due to various reasons, and that the destination is changed due to compulsory reasons and the flight is ended at any different airport, then such passengers shall be ensured to travel by the first available flight. Any services specified on the table, given below, shall be provided basing on the waiting period between the actual time of arrival of the flight, where the irregularity has been suffered, and the time of departure of the alternative flight.

Services	Between 15 minutes - 1 hour 15 to 60 minutes	Between 1 - 2 hours 61 to 120 minutes	Between 2 - 3 hours 121 to 180 minutes	Between 3 - 5 hours 181 to 300 minutes	5 hours and over 300 minutes and over
Announcement Service	√	√	√	√	√
Free of Charge Reservation/Route Change *	√	√	√	√	√
Refund of Ticket Fare**	√	√	√	√	√
Free of charge phone calls (for two times) with no time limitation; and free of charge Fax and E-mail.			√	√	√
Hot/Cold Beverage			√	√	√
Light Meal					√
Main Course (based on the time zone)				√	√
Accommodation and Transportation Service (airport-place of accommodation)	In the event that the delay lasts for eight (8) hours and longer, accommodation service is given. In cases where overnight stays become necessary, accommodation service is provided depending on the station facilities, regardless of the time limit. The passenger shall be transported between the accommodation place and the airport free of charge. In cases where the passenger is not let into the country due to border rules, the passenger shall either be kept waiting at the transit hall or provided with the hotel accommodation services of the airport, if any.				
Transportation Fee (for alternative transportation)	In the event that the passenger decides not to board the aircraft, the transportation of the passenger from the diversion point to the destination shall be ensured by various means of transportation, by paying the transportation fee thereto, upon the request of the passenger. No refund shall be performed for the passengers to whom the transportation fee by various means is paid.				

\* Free of charge reservation/route change will be granted, as appropriate to the kilometers scale, to the nearest point (0-1500 km/ 1500-3500 km/3500 km and over). In the event that any reservation changes affect the travel plan of the passenger, then the changes for the other flights, of the passenger, specified on the same ticket, shall also be carried out free of charge.

\*\* Detailed information regarding any actions for refund can be obtained from ticket sales offices.

## CANCELLATION OF FLIGHTS

In case of cancellation of flights, any services shall be provided in accordance with the following table.

Services	Between 15 minutes - 1 hour 15 to 60 minutes	Between 1 - 2 hours 61 to 120 minutes	Between 2 - 3 hours 121 to 180 minutes	Between 3 - 5 hours 181 to 300 minutes	5 hours and over 300 minutes and over
Announcement Service	√	√	√	√	√
Free of Charge Reservation/Route Change *	√	√	√	√	√
Refund of Ticket Fare **	√	√	√	√	√
Free of charge phone calls (for two times) with no time limitation; and free of charge Fax and E-mail.			√	√	√
Hot/Cold Beverage			√	√	√
Light Meal					√
Main Course (based on the time zone)				√	√
Accommodation and Transportation Service (airport-place of accommodation)	In the event that the duration between the time of cancellation of the flight, and the time of departure of the new alternative flight offered to the passengers lasts for eight hours or over, then the accommodation service shall be provided to the passengers. The transportation service between the place of accommodation and the airport shall be provided free of charge. In the event that the entry of the passenger into the country is not allowed due to the border regulations, the passengers shall be kept waiting at the transit area, or service shall be provided in accordance with the hotel opportunities of the airport.				
Transportation Fee (for alternative transportation)	Alternative transportation opportunities will be provided between the station of departure/arrival, specified on the original tickets of the passengers, and the station of departure/arrival of the alternative flight.				
Compensation	See the section "Compensation Services".				

\* Free of charge reservation/route change will be granted, as appropriate to the kilometers scale, to the nearest point (0-1500 km/ 1500-3500 km/3500 km and over).

\*\* Detailed information regarding any actions for refund can be obtained from ticket sales offices.

## OVERBOOKING

Any services specified on the following table shall be provided to the passengers, who are not ensured to travel due to overbooking despite having confirmed and applicable tickets, or who are ensured to travel at a lower class, considering their waiting periods while ensuring their travels.

Services	Between 15 minutes - 1 hour 15 to 60 minutes	Between 1 - 2 hours 61 to 120 minutes	Between 2 - 3 hours 121 to 180 minutes	Between 3 - 5 hours 181 to 300 minutes	5 hours and over 300 minutes and over
Announcement Service	√	√	√	√	√
Free of Charge Reservation/Route Change*	√	√	√	√	√
Refund of Fare**	√	√	√	√	√
Free of charge phone calls (for two times) with no time limitation and free of charge Fax, E-Mail			√	√	√
Hot/Cold Beverage			√	√	√
Light Meal					√
Main Course (according to the time zone)				√	√
Accommodation and Transportation Service	Alternative transportation opportunities will be provided between the station of departure/arrival, specified on the original tickets of the passengers, and the station of departure/arrival of the alternative flight. In the event that the duration between the time of departure of the new alternative flight offered to the passenger lasts for eight hours or over, then the passenger shall be provided with the accommodation service. The transportation service between the place of accommodation and the airport shall be provided free of charge. In the event that the entry of the passenger into the country is not allowed due to the borders regulations, the passengers shall be kept waiting at the transit area, or service shall be provided in accordance with the hotel opportunities of the airport.				
Compensation (in case of any denied boarding and any downgrade to the lower service class)	See the section "Compensation Services".				

\* Free of charge reservation/route change will be granted, as appropriate to the kilometers scale, to the nearest point (0-1500 km/ 1500-3500 km/3500 km and over).

\*\* Detailed information regarding any actions for refund can be obtained from ticket sales offices. In the event that the ticket is upgraded to an upper service class than the purchased one due to overbooking or aircraft type change, then no additional payment shall be demanded from the passenger. In the event that the passenger is downgraded to a service class lower than the one for which the passenger has purchased a ticket, then the cabin difference fare shall be paid to such passenger, and the miles difference at the category of the route in respect of the award tickets shall be refunded.