



**INFORMATION RELATING TO THE RIGHTS OF  
PASSENGERS WITH DISABILITIES OR  
REDUCED MOBILITY IN AIR TRANSPORT**

This information is being made available in compliance with the provisions of article 4.3 of Regulation (EU) number 1107/2006 of the European Parliament and Council, dated 5 July 2006, relating to the rights of persons with disabilities or reduced mobility in air transport, and is in line with the contents of the said Regulation.

In accordance to article 2.a of the above Regulation, a “person with disability” or “person with reduced mobility” means any person whose mobility is limited due to any physical disability (sensory or locomotor, permanent or temporary), to an intellectual disability or impairment, to any other cause of disability, or to age, whose situation requires appropriate attention, and the adaptation of the service made available to other passengers to their particular needs.

These rights are compatible with the other rights laid down in Directive 90/314/CEE and in Regulation (EC) number 261/2004, and are applied to commercial flights leaving airports located in the territory of a member Estate subject to the provisions of the Treaty, arriving at or in transit through those airports.

TURKISH AIRLINES do not refuse their passengers either a reservation or boarding on one of their flights simply because of their disability or reduced mobility but rather for reasons of safety or the dimensions of the aircraft, notification of these facts will be provided in writing within five days following the request. In such cases, every reasonable effort shall be made to provide an acceptable alternative, offering the affected person and their companion the right to a refund or an alternative means of transport in accordance with article 8 of the Regulation (EC) number 261/2004.

For safety reasons it may be required that the person with a disability or reduced mobility be accompanied by someone capable of offering the necessary assistance.

Airports located in member States have at their disposal arrival and departure points at which the passengers can announce their arrival and request assistance.

In the event that the disabled passengers or passengers with reduced mobility travel in group, it is necessary that as many adult passengers (aged 18 and older) as at least the number of the disabled passengers or passengers with reduced mobility travel in the same flight. The passengers who will travel in groups must be seated, if possible, in small groups near the exits and with adult passengers around them.

In general, TURKISH AIRLINES does not have established limitations for the transportation of persons with disabilities or reduced mobility on their flights. However, passengers with disabilities or reduced mobility, or those who will simply require some kind of assistance for their transportation, are kindly requested to telephone the company on +34 91 758 23 35 / +34 91 301 08 07 or via e-mail at [madsales@thy.com](mailto:madsales@thy.com) before completing their booking.

With the information received from the passenger with a disability or reduced mobility, TURKISH AIRLINES will, at the time of the flight, be able to carry out all the necessary

actions, not only for the purpose of their transportation, but also for all their transfers and formalities within the various airport terminals.

In order to provide the correct assistance, it is necessary that the passenger arrives at the designated point in the airport, or to report to the check-in point at the time indicated in writing.

Any assistance given to the passenger will be adapted, as far as possible, to their individual needs. In any case, **TURKISH AIRLINES**, in addition to the above, have at their disposal a medical team in order to assess and implement the specific actions according to the needs of the passenger during their transportation. Specifically, the company will provide at no extra charge the following assistance:

- Transportation in the cabin of identified guide dogs, in accordance with all applicable national regulations

In addition to the medical team, the transportation of up to two items of mobility equipment per person with disability or reduced mobility, including electric wheel chairs (with a prior notification of 48 hours, as long as the limitations of space onboard do not prevent it, and subject to the application of the relevant legislation in terms of dangerous goods).

- Communication of essential information relating to flights in an accessible format.

- The fulfilment of all reasonable efforts to provide seats according to the needs of every person with disability or reduced mobility who requests them, as long as the safety and availability requirements allow it.

- Help to access toilets if required.

- In cases where a person with a disability or reduced mobility receives help from a third party, the airline will make every reasonable effort to offer the companion a seat next to the person with the disability or reduced mobility.

TURKISH AIRLINES will ensure that all their employees who enter in direct contact with passengers with these special needs achieve, with the appropriate training, the necessary skills and knowledge to meet their requirements, in terms of equal treatment and sensitivity in all matters of disability.

TURKISH AIRLINES, in cases of loss or damage of wheel chairs or any other mobility equipment or assistive devices caused during their handling at the airport or during the transportation onboard the aircraft will compensate the passenger who owns the item, in accordance with the rules of international, regional and national laws.

### **Safety measures and restrictions**

The following measures and restrictions have been implemented with the aim of ensuring that the air transportation of passengers with disabilities or reduced mobility is conducted under the strictest safety conditions:

- Passengers suffering from ill health, those with disabilities or reduced mobility shall not occupy seats located in the rows either directly on, in front of, or behind emergency exits.
- Passengers suffering from ill health and those with disabilities or reduced mobility shall preferably be located in window seats.

- In some cases it will be necessary for the passenger with a disability or reduced mobility to travel with a companion, generally when the passenger is unable to attend to their own needs. For more detailed information please check with the airline.
- In some cases it will be necessary to provide a medical report stating that the passenger is able to travel, generally in those situations in which the flight might compromise the health of the passenger. For more detailed information please check with the airline.
- When transporting non-spillable or dry batteries, or spillable or wet batteries which can be charged when upright, the terminals must be insulated to prevent short circuits, the battery must not be removed from the chair panel and, once charged, safely secured onto it.
- When transporting wet or spillable batteries that cannot be charged vertically, the battery must be disconnected, the terminals insulated to prevent short circuits, the battery placed in a container resistant to battery fluid and hermetic, and the container transported in a vertical position.
- Guide dogs must be clean, wearing a leash and a muzzle, and must be seated at the feet of their owner.

For more detailed information please contact the airline.