

## TURKISH AIRLINES

### SAFE TRAVEL PASSENGER TRACKING SYSTEM

Under the guidelines of Articles 8 and 12 in the General Conditions of Passenger and Baggage Carriage, Turkish Airlines has the authority to disallow any passenger who has breached the rules, as determined by the airline, on a previous flight(s).

Passengers in this category are not eligible to purchase tickets. In cases where a ticket has been purchased or a passenger is accepted onto a flight despite being under a flight prohibition, a refund of the ticket price will be issued. This is contingent upon the ticket being valid and issued in accordance with the airline's rules.

Passengers are not entitled to any form of compensation in such cases.

The circumstances under which the transportation of passengers and baggage may be denied due to security concerns or at the airline's discretion are outlined below:

1. If there is a violation of any laws or regulations of the country or state from which passengers are departing, arriving in, or transiting through.
2. If any of the following occur due to a passenger's mental or physical state, their age, or the influence of alcohol or any banned substances:
  - 2.1. If special assistance from the airline is required;
  - 2.2. If passengers create a disturbance on the aircraft, cause discomfort, or elicit complaints from other passengers;
  - 2.3. If passengers pose any risk or danger to themselves, others, employees, crew members or property;
  - 2.4. If passengers engage in threatening, humiliating, insulting or harassing behavior or language directed towards employees at any point during the travel process;
  - 2.5. If passengers violate the rules outlined below and fail to adhere to instructions given by the flight crew in this regard:
    - ❖ If a passenger behaves in a manner inside the aircraft that poses a threat to the safety of the aircraft, any individual or property; obstructs the flight crew from performing their duties; disregards the crew's instructions; or causes legitimate concerns among other passengers, the airline reserves the right to take appropriate measures. These actions may include restraining the passenger or removing them from the aircraft.
    - ❖ Passengers are required to pay attention to onboard announcements regarding the use of electronic devices, such as portable radios, radio-controlled toys, walkie-talkies, mobile phones, laptops, tablets, PDAs, and CD, DVD and MP3 players, and must comply with these instructions. The use of any electronic broadcasting devices is prohibited on board without explicit permission from the airline, except for medically necessary devices such as hearing aids and pacemakers.

- ❖ Passengers are required to strictly adhere to the cabin crew's verbal and visual instructions during takeoff and landing. Passengers must remain seated with their seat belts fastened, and not stand up until the seat belt warning lights are turned off.

2.6. If passengers fail to follow the airline's instructions or have a history of not adhering to the airline's rules on previous flights, or are likely to breach the airline's regulations.

3. Passengers:

3.1. If they refuse to allow a security check;

3.2. If they have not paid the required fare, associated expenses, and taxes, or if credit arrangements previously agreed upon between the airline and the passenger (or the person responsible for paying the ticket) have not been fulfilled;

3.3. If they do not have requisite documentation in their possession;

3.4. If they attempt to enter a country for which they have only transit permission;

3.5. If they destroy their documentation during the flight;

3.6. If they have not submitted required travel documents to the flight crew when requested by the airline;

3.7. If they present a ticket that:

- ❖ Has been obtained illegally or purchased from a person or organization other than the issuing airline or its authorized agent.
- ❖ Has been reported lost or stolen.
- ❖ Is not a legitimate ticket.
- ❖ Has been altered or removed by any person other than the airline or its authorized agent (In this case, the airline reserves the right to confiscate the ticket).

4. If a passenger presenting a ticket cannot prove that the passenger's name on the ticket belongs to them (In this case, the airline reserves the right to confiscate the ticket),

5. If an award ticket submitted by a passenger is issued contrary to the rules of the Miles&Smiles program, or

6. Should a passenger make a statement that potentially diminishes the airline's brand value, whether through the media or through channels facilitated by the airline,

The airline reserves the right to disallow the passenger on the flight.