

**TURKISH AIRLINES
COMPENSATION AND SERVICE
SYSTEM**

that will provided to
our Customers
in case of Denied Boarding*,
Flight Cancellations
and Long Delays
in Turkish Airlines flights
departing from EU countries

*This information brochure has been issued pursuant to provisions of EC 261/2004
Regulation of the European Parliament and European Union Council.

Dear passenger;

One of the most important factors of Turkish Airlines, Inc. service concept is to enable you, our dear passengers, to arrive at the requested destination on time.

However, our passengers may sometimes encounter some situations such as the ones stated below in the flights of our Corporation as they do in all the airlines' flights in the world:

- Denied Boarding
* (The situation in which passengers are not accepted to the flight due to sales exceeding the capacity)
- Flight Cancellations
- Long Delays

If you encounter a problem regarding your travel because of any of the above mentioned situations in a flight that you have confirmed reservation and a confirmed ticket in Turkish Airlines Flights departing from EU countries, you can benefit from the Compensation and Service system of Turkish Airlines, Inc. on the condition that you apply to the counter within the check-in period.

*Our passengers who have tickets with special discount and free tickets cannot benefit from this service.

In these cases, our handicapped passengers and child passengers traveling alone will be provided with the required special services by our personnel.

This brochure has been prepared to provide you, our dear passengers, with detailed information on passenger rights.

Thank you for your understanding.

Turkish Airlines, Inc.

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1. COMPENSATION AND SERVICE CONDITIONS TO BE PROVIDED TO PASSENGERS WHO WERE NOT ALLOWED TO THE FLIGHTS DUE TO OVERBOOK ALTHOUGH THEY HAVE A CONFIRMED TICKET AND CONFIRMED RESERVATION IN TURKISH AIRLINES FLIGHTS DEPARTING FROM EU COUNTRIES:

- Our passengers are firstly asked if would volunteer or not in the flights with Denied Boarding* risk. The Turkish Airlines staff at airport will furnish information to our passengers who accept to be a volunteer.
- Our passengers who encounter Denied Boarding* will be provided with Compensation in the amounts stated in the table below.

	Flight length	Compensation amount	50% of the Compensation amount will be provided if the delay to the final destination point complies with the below mentioned conditions
1	Flights not exceeding 1500 km.	EUR 250	Less than 2 hours
2	Flights between 1500-3500 km.	EUR 400	Less than 3 hours
3	Flights longer than 3500 km.	EUR 600	Less than 4 hours

- Moreover, the below mentioned services will also be provided to our passengers:
 1. Instead of the flight with Denied Boarding (on the condition that there is available seat) flights to the final destination point within the possible shortest time or on some other date that the customer would prefer are arranged or;
 2. A Refund is made within 7 days for the part of the flight which is not yet completed or for the whole flight if the completion of the flight does not serve to the purposes of the passenger even if there are parts of the flight completed and in this case it is ensured the return of the passenger to the departure point within shortest possible time upon the request of the passenger.
 3. Moreover, the below mentioned services are provided free of charge;
 - Food and refreshments appropriate for the waiting period are offered.
 - Accommodation for one or more nights in a hotel (including transfers), if required.
 - 2 telephone calls, fax/telex/e-mail possibilities are provided.

2. COMPENSATION AND SERVICE CONDITIONS TO BE PROVIDED TO PASSENGERS IN CASE OF CANCELLATION OF TURKISH AIRLINES FLIGHTS DEPARTING FROM EU COUNTRIES:

- Cancellation Compensation

	Flight length	Compensation amount	50% of the Compensation amount will be provided if the delay to the final destination point complies with the below mentioned conditions
1	Flights not exceeding 1500 km.	EUR 250	Less than 2 hours
2	Flights between 1500-3500 km.	EUR 400	Less than 3 hours
3	Flights longer than 3500 km.	EUR 600	Less than 4 hours

- Moreover, the below mentioned services will also be provided to our passengers:

1. Instead of the cancelled flight (on the condition that there is available seat) flights to the final destination point within the possible shortest time or on some other date that the customer would prefer are arranged;
2. A refund is made within 7 days for the part of the flight which is not yet completed or for the whole flight if the completion of the flight does not serve to the purposes of the passenger even if there are parts of the flight completed and in this case it is ensured the return of the passenger to the departure point within shortest possible time upon the request of the passenger.
3. Moreover, the below mentioned services are provided free of charge;
 - Food and refreshments appropriate for the waiting period are offered.
 - Accommodation for one or more nights in a hotel (including transfers), if required
 - 2 telephone calls, fax/telex/e-mail possibilities are provided.

In the event of cancellation, however, no compensation will be paid to the passenger in the following conditions:

- a. Extraordinary circumstances
 - i Political instability
 - 1. Civil disorder
 - 2. Curfew
 - ii. Weather Conditions (Not Allowing Flight)
 - 1. Fog
 - 2. Snow
 - 3. Storms
 - 4. Ice accretion and similar conditions
 - iii. Safety Risks
 - 1. Exceptional passengers, baggage and plane/airport safety measures
 - iv. Unexpected Flight Safety Limits
 - 1. Technical problems
 - 2. Airport problems such as the closure of or limitations in the runway
 - v. Strikes (which prevents flights)
 - vi. Resolutions of the Air Traffic Management
 - 1. ATC deferments
 - 2. Inappropriateness of the Scheduled slots

b. If the passenger has been informed of the cancellation two weeks before the flight or earlier

c. If the passenger has been informed of the cancellation two weeks before or 7 days before the flight and if the time of the flight proposed in substitution for the cancelled flight has a delay time of less than 2 hours for the departure time and 4 hours for the arrival time in comparison to the original flight

d. If the passenger has been informed of the cancellation 7 days before the flight or earlier and if the time of the flight offered in substitution for the cancelled flight has a delay time of less than 1 hour for the departure and 2 hours for the arrival time in comparison to the original flight.

3. COMPENSATION AND SERVICE CONDITIONS TO BE PROVIDED TO PASSENGERS IN CASE OF LONG DELAYS IN TURKISH AIRLINES FLIGHTS DEPARTING FROM THE EU COUNTRIES:

	Flight length	Conditions regarded as Long Delays according to Delay Time
1	Flights not exceeding 1500 km.	more than 2 hours
2	Flights between 1500-3500 km.	more than 3 hours
3	Flights longer than 3500 km.	more than 4 hours

No Compensation is paid in case of Long Delays.

However, the below mentioned services are provided to our passengers during the waiting period:

4. In case of delays exceeding 5 hours, a refund is made within 7 days for the part of the flight which is not yet completed or for the whole flight if the completion of the flight does not serve to the purposes of the passenger even if there are parts of the flight completed and in this case it is ensured the return of the passenger to the departure point within shortest possible time upon the request of the passenger.
5. Moreover, the below mentioned services are provided free of charge;
 - Food and refreshments appropriate for the waiting period are offered.
 - Accommodation for one or more nights in a hotel (including transfers), if required
 - 2 telephone calls, and fax/telex/e-mail possibilities are provided.