

PASSENGER RIGHTS

Dear Passengers,

In accordance with the Regulation on Air Passenger Rights of the Directorate General of Civil Aviation, you can benefit from the rights prescribed in relation to the compensation and service system of Turkish Airlines Inc. in case of denied boarding and flight cancellation, and in case of delay of a flight for minimum one hour you can benefit from the service rights specified in the regulation according to the time of delay.

Within the scope of the Regulation on Air Passenger Rights, our personnel shall give our passengers with reduced mobility and our unaccompanied minor passengers the special services they will need.

We would like to remind that our company shall not be held if our passengers do not give their contact information or give wrong contact information during the reservation process or when requested by our company later.

On all AnadoluJet flights, our passengers who have confirmed reservations and tickets may benefit from the following services in case of flight irregularities, provided that they have applied to the check-in no later than 60 minutes before the departure time in case of international flights, or 45 minutes in case of domestic flights.

The passengers denied boarding due to reasons such as health, safety, security and nonconforming travel documents are excluded from the service scope.

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

You can send us your feedbacks by filling out the "Feedback Form" available on the "Customer Contact Center" menu under the "CORPORATE" section on our website www.anadolujet.com, or through the following address, phone, or fax.

Address: Kentpark İş Merkezi AnadoluJet Ofisleri
Eskişehir Yolu 7. km No: 164 Kat: 6 06530 Çankaya/ANKARA

Telephone: 0 850 333 2 538

Fax: + 90 312 219 94 31-35

For detailed information, please visit www.anadolujet.com and www.shgm.gov.tr

COMPENSATION PAYMENTS

In accordance with the Regulation on Air Passenger Rights, in case of the cancellation of a flight due to reasons other than extraordinary situations, denied boarding due to overbooking or emergence of the following conditions; passengers are entitled to compensation:

- 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, or s/he is offered a route change that enables her/him to depart 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, or 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.

AnadoluJet responds to passenger requests for compensation, in line with national and international civil aviation regulations, and an evaluation that includes its products and services.

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

If the passengers are offered a route change to their destination on an alternative flight that does not exceed the scheduled arrival time of the reserved flight more than two hours for 1,500 kilometers (1,500 km included) or shorter flights, three hours for flights between 1,500 and 3,500 kilometers (3,500 km included), four hours for flights longer than 3,500 kilometers, the compensation amounts are decreased by 50%.

The compensation payments apply to the passengers who travel on award tickets (the tickets issued in consideration of air miles) as well.

In case of award tickets, a compensation of 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 3,500 km is paid.

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

While calculating the Turkish Lira equivalent of the compensations to be paid, the foreign exchange selling rate of the Turkish Central Bank at the purchasing date of the ticket, i.e. the date when the payment for the ticket was made, is taken as basis.

DELAYED FLIGHT

In case of delayed flight, the services indicated in the following table can be given depending on the waiting period.

Services	15 min-1 hour (15-60 min.)	1-2 hours (61-120 min.)	2-3 hours (121-180 min.)	3-5 hours (181-300 min.)	5 hours and longer (301 min. and longer)
Announcement Service	✓	✓	✓	✓	✓
Free Reservation/Route Change*		✓	✓	✓	✓
Refund of Ticket Price**		Domestic			International
Right to Free Phone Call (Twice) without Time Limitation, Fax, E-Mail			✓	✓	✓
Hot/Cold Drink			✓	✓	✓
Light Snacks				✓	✓
Main Course (depending on the Time of Day)				✓	✓
Accommodation and Transportation Services (Airport-accommodation place)	In case of eight-hour or longer delays, accommodation service is given. 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.				

*The free revision/route change shall be made in compliance with the kilometer scale (0-1500 km/1500-3500 km/over 3500 km). If the revisions made affect the passenger's travel plan, the changes shall be made free of charge also for his/her other flights included in the same ticket.

**Detailed information on ticket refund transactions can be received from the ticket sales offices..

INTERRUPTION OF CONNECTION FLIGHT/CHANGE OF DESTINATION

In case of interruption of the connection due to various reasons during the travels continuing to multiple destinations on the same ticket or if the flight is terminated at a different airport by changing the destination due to force majeure, the passenger is enabled to continue the travel on the first available flight. The services in the following table are given on the basis of the waiting period between the actual arrival time of the flight during which the irregularity took place and the departure time of the alternative flight.

Services	15 min-1 hour (15-60 min.)	1-2 hours (61-120 min.)	2-3 hours (121-180 min.)	3-5 hours (181-300 min.)	5 hours and longer (301 min. and longer)
Announcement Service	✓	✓	✓	✓	✓
Free Reservation/Route Change*	✓	✓	✓	✓	✓
Refund of Ticket Price**	✓	✓	✓	✓	✓
Right to Free Phone Call (Twice) without Time Limitation, Fax, E-Mail			✓	✓	✓
Hot/Cold Drink			✓	✓	✓
Light Snacks				✓	✓
Main Course (depending on the Time of Day)				✓	✓
Accommodation and Transportation Services (Airport-accommodation place)	In case of eight-hour or longer delays, accommodation service is given. 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.				
Transport Fee (for alternative flights)	If the passenger gives up traveling and upon their demand, their transportation from the divert point to the destination is provided through various means of transport and by paying the transport fee. The passengers whose expenses of transportation by various means of transport have been paid are not refunded their flight ticket fares.				

*The free revision/route change shall be made in compliance with the kilometer scale (0-1500 km/1500-3500 km/over 3500 km). If the changes made affect the passenger's travel plan, the changes shall be made free of charge also for his/her other flights included in the same ticket.

**Detailed information on ticket refund transactions can be received from the ticket sales offices.

CANCELLATION OF FLIGHT

In case of a flight cancellation, the services indicated in the following table are given.

Services	15 min-1 hour (15-60 min.)	1-2 hours (61-120 min.)	2-3 hours (121-180 min.)	3-5 hours (181-300 min.)	5 hours and longer (301 min. and longer)
Announcement Service	✓	✓	✓	✓	✓
Free Reservation/Route Change*	✓	✓	✓	✓	✓
Refund of Ticket Price**	✓	✓	✓	✓	✓
Right to Free Phone Call (Twice) without Time Limitation, Fax, E-Mail			✓	✓	✓
Hot/Cold Drink			✓	✓	✓
Light Snacks				✓	✓
Main Course (depending on the Time of Day)				✓	✓
Accommodation and Transportation Services (Airport-accommodation place)	In the event that the time difference between the flight cancellation time and the departure time of the alternative flight offered to the passenger is eight hours or longer, the passenger shall be given accommodation service. 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.				
Transport Fee (for alternative flights)	The means of transportation between the departure/arrival station(s) specified on the passengers' original tickets and the departure/arrival stations of the flight offered as an alternative are offered.				
Compensation	See the compensation payments section.				

*The free revision/route change shall be made in compliance with the kilometer scale (0-1500 km/1500-3500 km/over 3500 km).

**Detailed information on ticket refund transactions can be received from the ticket sales offices.

OVERBOOKING

The passengers who cannot be enabled to travel due to overbooking in spite of their confirmed and valid tickets are given the services indicated in the following table considering their waiting periods during the process of providing their travels and paid the compensation amounts specified in the compensation payments section.

Services	15 min-1 hour (15-60 min.)	1-2 hours (61-120 min.)	2-3 hours (121-180 min.)	3-5 hours (181-300 min.)	5 hours and longer (301 min. and longer)
Announcement Service	✓	✓	✓	✓	✓
Free Reservation/Route Change*	✓	✓	✓	✓	✓
Refund of Ticket Price**	✓	✓	✓	✓	✓
Right to Free Phone Call (Twice) without Time Limitation, Fax, E-Mail			✓	✓	✓
Hot/Cold Drink			✓	✓	✓
Light Snacks				✓	✓
Main Course (depending on the Time of Day)				✓	✓
Accommodation and Transportation Services	The means of transportation between the departure/arrival station(s) specified on the passengers' original tickets and the departure/arrival stations of the flight offered as an alternative are offered. In the event that the time difference between the passenger's original departure time and the departure time of the alternative flight offered to the passenger is eight hours or longer, the passenger shall be given accommodation service. 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.				
Compensation (in case of denied boarding)	See the Compensation Payments Section.				

*The free reservation/route change shall be made in compliance with the kilometer scale (0-1500 km/1500-3500 km/over 3500 km).

**Detailed information on ticket refund transactions can be received from the ticket sales offices. In the event that the ticket is upgraded to a service class higher than the purchased service class due to overbooking or aircraft type change, no additional payment shall not be demanded from the passenger. In the event that the passenger is placed in a service class lower than the service class of their purchased ticket, the passenger is paid the cabin difference price, and the mileage difference of the route in the same category on the reward ticket is returned.