

**Dear Passengers**

This information brochure is prepared in accord with the General Directorate of Civil Aviation regulations on passengers travelling on airlines (SHY-YOLCU). You can enjoy the rights provided by our airline in case of flight rejection, flight cancellation or flight delay (min. 2 hours) on flights organised by Air Anka Airlines.

Disabled passengers or passengers with mobility limitations as well as minor passengers travelling alone will be prioritised in regard of services they may need in scope of the regulations on passenger rights.

Air Anka Airlines will not accept any responsibility in case the passenger refuses to provide or misrepresents contact information required by the company.

The passengers holding valid and approved tickets to any Air Anka Airline flight may enjoy the said rights provided they apply for pre-flight controls in the check-in period declared by Air Anka Airlines, minimum 45 minutes before a domestic flight and minimum 60 minutes before a non-scheduled international flight.

The services specified herein may be provided by ground services personnel or tour operations authorised by or on behalf of Air Anka.

All flights organised by Air Anka comprise only a single service class. Therefore, our guests cannot be moved a service class other than the one they have a reservation in.

Passengers who are rejected from a flight due to health, security or safety reasons or non-compliant travel documents cannot enjoy the rights specified herein.

No compensation will be payable in case of flight disruptions in extraordinary circumstances (meteorological conditions, natural disasters, security risks, unexpected flight safety shortcomings, political instability reasons, strike, etc.) despite all measures taken by the airline.

You can provide feedback using the contact form on our web site at the address <https://www.airanka.com.tr/tr/contact> or over the phone line 00 90 212 265 22 47.

TABLE 1	CANCELLED FLIGHTS				
Services	15 min. to 1 hour	1 to 2 hours	2 to 3 hours	3 to 5 hours	5 hours or more
<b>*Announcement Service</b>	✓	✓	✓	✓	✓
Free and unlimited phone call (2 times), fax, e-mail			✓	✓	✓
Reasonable hot/cold beverage			✓	✓	✓
Hot or cold beverage and breakfast or dinner according to time of day				✓	✓
Hot and cold beverages and breakfast or dinner according to time of day, as well as light snack with additional hot and cold beverages					✓
<b>Ticket price return, free transport to initial travel departure point or change of route</b>	The full paid ticket price applying to the unfulfilled part or parts of the travel as well as any part or parts of the travel plan of the passenger whose completion no longer has any meaning will be returned by electronic bank transfer in maximum seven days; in addition, a return flight allowing the passenger to return to the initial travel departure point at the first opportunity will also be provided free of charge; or change of route to the final arrival point will be provided; or a change of route under similar conditions of travel will be provided at a later date found acceptable by the passenger.				
<b>Accommodation and transport services</b>	In case one or more nights of accommodation is required or any additional accommodation becomes necessary for the passenger, this service will be provided. Transport between the place of accommodation and the airport will be provided free of charge. In case entry into the country cannot be ensured due to border rules the passenger will be kept in the transit area or provided with service according to hotel feasibility of the airport.				
<b>Transport Services (alternative methods of transport)</b>	This service comprises transport between the airport and the place of accommodation (hotel, etc.) and if necessary land transport between two different airports serving the same city and/or region or between the airport and the final arrival point, or payment of reasonable and documented transport expenses.				
<b>Compensation rights</b>	<p>In case the passenger is not notified minimum two weeks before the planned travel time;</p> <p>In case the passenger is not notified between two weeks and seven days before the planned travel time and a change of route allowing the passenger to depart maximum two hours before the planned departure time and to reach the final arrival point maximum four hours later than the planned arrival time is not offered;</p> <p>In case the passenger is not notified of cancellation in the seven days before the planned departure time and a change of route allowing the passenger to depart maximum one hour before the planned departure time and to reach the final arrival point maximum two hours later than the planned arrival time is not offered;</p> <p>FOR DOMESTIC LINES</p> <ul style="list-style-type: none"> <li>➤ Compensation of Turkish Lira equivalent of 100.00 Euros will be payable;</li> </ul> <p>FOR INTERNATIONAL LINES</p> <ul style="list-style-type: none"> <li>➤ Compensation of Turkish Lira equivalent of 250.00 Euros will be payable for flights of 1500 kilometres or shorter;</li> <li>➤ Compensation of Turkish Lira equivalent of 400.00 Euros will be payable for flights between 1500 and 3500 kilometres; and</li> <li>➤ Compensation of Turkish Lira equivalent of 600.00 Euros will be payable for flights longer than 3500 kilometres;</li> </ul> <p>based on the Turkish Central Bank foreign currency selling rate on the date of payment for the ticket price.</p>				

TABLE-2	FLIGHT REJECTION
Services	
1	<p>In case any flight rejection is foreseen, firstly an announcement will be made to seek volunteers who will waive their reservation in consideration of benefits agreed upon between the relevant passenger and Air Anka, and the volunteers will be assisted in accord with TABLE-2 provisions, and one of the following options will be provided according to passenger choice in accord with SHY-YOLCU regulations.</p> <ul style="list-style-type: none"> <li>➤ The full paid ticket price applying to the unfulfilled part or parts of the travel as well as any part or parts of the travel plan of the passenger whose completion no longer has any meaning will be returned by electronic bank transfer in maximum seven days; in addition, a return flight allowing the passenger to return to the initial travel departure point at the first opportunity will also be provided free of charge.</li> <li>➤ The passenger will be provided with the opportunity to travel under similar conditions on the first suitable flight.</li> <li>➤ A change of route to the final arrival point will be provided on a later date acceptable to the passenger, under similar travel conditions, based on seat availability.</li> <li>➤ In case more than one airport serves a city or a region, passengers with approved reservations can be offered a flight to an alternative airport; in this case the passenger will be provided with transfer services from the alternative airport to the airport of reservation or to another nearby arrival point acceptable to the passenger.</li> </ul>
2	<p>In case the number of volunteers is not sufficient to allow the remaining passengers with reservations onto the flight, the air carrier performing the flight may reject the passengers against their will. In case the passenger is rejected from a flight against their will, they will have Compensation, Price Return, Course Change and Service Rights. In this case;</p> <p><b>FOR DOMESTIC LINES</b></p> <ul style="list-style-type: none"> <li>➤ Compensation of Turkish Lira equivalent of 100.00 Euros will be payable;</li> </ul> <p><b>FOR INTERNATIONAL LINES</b></p> <ul style="list-style-type: none"> <li>➤ Compensation of Turkish Lira equivalent of 250.00 Euros will be payable for flights of 1500 kilometres or shorter;</li> <li>➤ Compensation of Turkish Lira equivalent of 400.00 Euros will be payable for flights between 1500 and 3500 kilometres; and</li> <li>➤ Compensation of Turkish Lira equivalent of 600.00 Euros will be payable for flights longer than 3500 kilometres;</li> </ul> <p>based on the Turkish Central Bank foreign currency selling rate on the date of payment for the ticket price.</p>
3	<p>In case of flight rejection or flight cancellation, determination of flight distance will be based on the planned final arrival point.</p>
4	<p>The compensation specified under Item 2 will be paid by electronic bank transfer.</p>

TABLE-2	FLIGHT REJECTION				
	15 min. to 1 hour	1 to 2 hours	2 to 3 hours	3 to 5 hours	5 hours or more
Announcement Service	✓	✓	✓	✓	✓
Free and unlimited (2 times) phone call, fax, e-mail			✓	✓	✓
Reasonable hot/cold beverage			✓	✓	✓
Hot or cold beverage and breakfast or dinner according to time of day				✓	✓
Hot and cold beverages and breakfast or dinner according to time of day, as well as light snack with additional hot and cold beverages					✓
Accommodation and transport services	In case one or more nights of accommodation is required, this service will be provided at a hotel or another suitable accommodation facility. Transport between the place of accommodation and the airport will be provided free of charge.				

TABLE-3	DELAYED FLIGHTS				
	Services	15 min. to 1 hour	1 to 2 hours	2 to 3 hours	3 to 5 hours
Announcement Service	✓	✓	✓	✓	✓
Free and unlimited (2 times) phone call, fax, e-mail			✓	✓	✓
Reasonable hot/cold beverage			✓	✓	✓
Hot or cold beverage and breakfast or dinner according to time of day				✓	✓
Hot and cold beverages and breakfast or dinner according to time of day, as well as light snack with additional hot and cold beverages					✓
<b>Ticket price return or change of course *</b> <b>(Minimum 5 hours or more of delay)</b>	The full paid ticket price applying to the unfulfilled part or parts of the travel as well as any part or parts of the travel plan of the passenger whose completion no longer has any meaning will be returned by electronic bank transfer in maximum seven days; in addition, a return flight allowing the passenger to return to the initial travel departure point at the first opportunity will also be provided free of charge.				
<b>Accommodation and transport services</b>	In case one or more nights of accommodation is required or any additional accommodation becomes necessary for the passenger, this service will be provided. Transport between the place of accommodation and the airport will be provided free of charge. In case entry into the country cannot be ensured due to border rules the passenger will be kept in the transit area or provided with service according to hotel feasibility of the airport				
Applicable services will be determined according to kilometre scale (0-1500 km, 1500-3500 km, 3500 km and longer flights).					
* In case the arrival point specified on the ticket is changed due to compulsory reasons and the flight is ended at a different airport, the passenger will be provided with the opportunity to travel in similar conditions on the first suitable flight. In case the passenger waives their claim or travel plan, they will be provided with transport to the arrival point with a reasonable payment for various means of transport. Any passenger provided with transport by a reasonable payment for various means of transport will not have the right to claim a ticket price return.					

**Regarding Compensation Payments**

This information brochure is prepared in accord with the SHY-YOLCU regulations determining and governing the rights of airline passengers, the conditions under which these rights are applicable, and the minimum passenger rights in case of flight cancellation or flight delay. In case any circumstance specified below occurs, compensation may be applicable by assessment is scope of Air Anka products and services.

Air Anka will provide the passenger with a written notice specifying rules of compensation and assistance in case of flight rejection, flight cancellation or minimum two hours of flight delay. In case of flight rejection or flight cancellation, determination of flight distance will be based on the planned final arrival point.

In case the passenger is offered a change of course with an alternative flight reaching the final arrival point in a period of time not exceeding the planned arrival time more than what is detailed below, the air carrier performing the flight may decrease the applicable compensation specified under TABLE-1 and TABLE-2 by 50%.

- Two hours for flights of 1500 kilometres (1500 km inclusive) or shorter;
- Three hours for flights between 1500 and 3500 kilometres (3500 km inclusive); and
- Four hours for flights longer than 3500 kilometres.

No compensation will be payable for flight disruptions originating from extraordinary circumstances (meteorological conditions, natural disasters, security risks, unexpected slight safety shortcomings, political instability reasons, strike, etc.).

Payable compensation will be calculated in kind of Turkish Liras, based on the Turkish Central Bank foreign currency selling rate of the day of ticket purchase (payment date).

Compensation transactions will not be handled at the airport.

Compensation payments will be made by bank transfer.