



## General Conditions of Carriage

Dear Passenger!

First of all we would like to wish you a pleasant flight with Corendon Airlines! The following information has been prepared to answer any questions you may have concerning your flight with Corendon Airlines. For further information, any advice or regarding any claims, please contact:

**Corendon Airlines**

**Customer Care Department**

**Güzeloluk Mah.1879 Sok. No: 148,**

**07200 ANTALYA / TURKEY**

**FAX: +90 242 324 32 40**

[customer@corendon-airlines.com](mailto:customer@corendon-airlines.com)

By purchasing your ticket you accept the terms and conditions set out below. These terms and conditions are subject to change at the discretion of Corendon Airlines without prior notice to passengers. Corendon Airlines operations and flights are conducted in compliance with relevant national and international regulations. Should there be any conflicts between these regulations and the sales conditions defined here, the relevant national/international regulation shall apply.

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### Article 1: Before flying

#### **RULES FOR TICKETS AND RESERVATIONS**

-Corendon Airlines will provide air transportation for the person whose name is stated on the carriage ticket (plane ticket, or any other carriage ticket issued in copy). The transportation ticket (plane ticket) is not transferable to third persons. When travelling without an electronic ticket, you must be able to show a valid plane ticket issued in your name at any stage during the journey. When travelling with an e-ticket, you have right of carriage if the e-ticket is issued in your name and if you can show valid ID at any stage during the journey.

-A booked reservation is not transferable to another person and cannot be issued in another person's name. Changes to the travel route, travel date and time are only possible if the rules allow this. If, on a traveler's request, changes are made to the travel date or travel route, resulting in a price difference, then the traveler will be charged this difference in price. Once a scheduled flight has departed, it is not possible to change a reservation, cancel a ticket, or give a refund.

-Refunds of a payment made by credit card will be transferred to the account of the credit card holder by the organization that issued the ticket. This can be an authorized sale office, a call center, or an agency of Corendon Airlines. The refunding of a cash payment can only be made by the organization that received the cash payment.

-Corendon Airlines shall not be responsible, unless a serious shortcoming is proven, if during the booking of a reservation an electricity cut, defect, failure, breakdown, deletion, loss, delay in processing or contact, computer virus, connection failure, theft, loss or unlawful access to data, change or use of such, occurs in the electronic reservation system.

**RULES FOR CHANGES AND CANCELLATION OF RESERVATIONS**

-By accepting the plane ticket the traveler agrees to the rules given below and accepts that these rules will be applied. Once payment has been made, the reservation is considered final. If a change or cancellation of the reservation data and plane ticket is made later on, then the rules and tariffs stated below shall be applicable to the total amount of the flight ticket concerned.

- Rules regarding ticket change and cancellation for Germany – Switzerland – Austria – Holland - Belgium flights

	<b>Time until departure date</b>	<b>All types of ticket</b>
<b>Tariff change, cancellation refund</b>	6 weeks to departure	15% penalty
	4 weeks to departure	35% penalty
	3 weeks to departure	40% penalty
	2 weeks to departure	50% penalty
	5 days to departure	75% penalty
	1 day to departure	90% penalty
	Departure date	No change, cancellation or refund possible

-Please reconfirm your flight through your Travel Agency one day in advance and check if there is any change to your flight details.

-Please be at the check-in desk two hours before departure time. Please check that your baggage is correctly tagged for your intended destination.

- Check-in desks are closed 45 minutes before the scheduled departure of the flight. Passengers who present themselves after check-in has closed will not be allowed to board the flight and will forfeit their seat - no refund will be given.

-We require all passengers to provide a valid form of photographic ID at check-in for all flights (children and babies included). Regarding visa requirements you should contact your travel agent or your national embassy or consulate. Passengers are responsible for obtaining all required travel documents and for complying with all laws, regulations, orders, demands and travel requirements of countries of departure, arrival or transit. Corendon Airlines shall not be responsible if a passenger is refused on a flight due to ID/passport, visa or ticket problems.

-Please note that Corendon Airlines is authorized to make digital or hard copies of passports, visas or other personal documents.

-When you check in, you will be issued a boarding pass indicating the boarding gate, boarding time and your seat number. Passengers without a boarding pass will not be allowed to board the aircraft.

- Corendon Airlines may charge you a fuel surcharge in addition to your flight ticket price to compensate for fuel price changes in the global market.

-Please note that even if you have bought a ticket for a Corendon Airlines flight, Corendon Airlines is entitled to realize that flight through another air carrier.

- All Corendon Airlines flights are non-smoking flights.

-Our passengers may reserve extra leg space seats in the 1<sup>st</sup> rows or exit rows for a 15€ charge on medium haul flights , 5€ for short haul flights.

**Article 2: Security measures**

**General:**

- We recommend that you limit your belongings to what you may need in the cabin for the duration of the flight.
- Where possible, put liquids in hold baggage.
- Prepare the re-sealable bag of liquids before arriving at the airport.
- Check any queries you have with your airport or airline before traveling to the airport and proceeding to the security point.
- Be ready to hand over your re-sealable bag of liquids for screening as you approach the security check point. It will be screened at the same time as your cabin luggage.
- All coats and jackets need to be removed ready to be screened and metal items, including wallets, placed in plastic trays and scanned separately.
- If you are carrying a Laptop or any other large electrical item within your cabin luggage then please have it ready for separate screening as you approach the security check.
- Duty free/departure lounge purchases: you may take liquid items of any size onboard that are purchased in the departure lounge after the security check
- Most duty free or similar purchases will be given to you in a special sealed bag. Do not open this bag until you have reached your final destination. You should also retain your proof of purchase throughout your journey. You will be required to show it at all transfer points.
- If you are departing from a non-EU airport and transferring through an EU airport, any duty-free item purchased from a non-EU airport will not be accepted on your transfer flight.

**Liquids:**

Passengers may carry small quantities of liquids in separate containers, each of which may have a capacity of not more than 100 ml.

These small containers must be brought to the airport in a single, transparent, re-sealable plastic bag, which itself must not exceed 1 liter in capacity (approximately 20 cm x 20 cm). The contents of the plastic bag must fit comfortably and the bag must be sealed. Each passenger may carry only one such bag of liquids.

The bag must be presented for examination at the airport security point.

Liquids that do not fit inside the re-sealable bag must be packed into the hold luggage and checked in. Liquids of any amount can still be carried within luggage checked into the aircraft hold.

Remember that 'liquids' include:

- All drinks, including water, soup and syrups
- Creams, lotions, oils, perfumes, mascara etc
- Sprays and pressurized containers- including shaving foam and spray deodorants
- Pastes, including toothpastes
- Gels, including hair and shower gel
- Any other solutions and items of similar consistency

**Medicines:**

Essential medicines and baby food may be carried in larger quantities above the 100 ml limit, but will be subject to the authentication currently required.

Each passenger is restricted to carrying only one item (in addition to the re-sealable liquids bag) through the airport security point.

Pushchairs, walking aids and wheelchairs are permitted.

**Laptops / electrical items:**

Laptops and other large electrical items (e.g. a large hairdryer) must be removed from hand luggage and will be screened separately. A laptop bag will be regarded as your one item that is allowed in the cabin.

**Oversize items:**

All items of luggage which do not comply with the permitted cabin baggage sizes must be checked in and placed in the aircraft hold. Musical instruments will, as an exception, be allowed as a second item of cabin baggage, but will need to be screened and passengers should check with their airlines whether special arrangements (e.g. purchasing an extra seat) for these large instruments are required.

### Article 3: Baggage

#### i. General:

a. Free baggage allowance per passenger (excluding hand luggage) is 20 kg for all Corendon Airlines flights (except on flights from/to the Netherlands, Belgium, Germany and Switzerland. please read b. c. and d.). Infants under 2 years are not entitled to a free baggage allowance (except for Germany flights, where infants have a 10 kg free baggage allowance).

b. We would like to remind you that a baggage fee will be charged to passengers who fly from/to Netherlands, Belgium, Germany and Switzerland with Corendon Airlines or Corendon Dutch Airlines on or after 1<sup>st</sup> April 2014

The new rates for flights departing on or after 1<sup>st</sup> April 2015 are as follows:

Weight		Online rates		Airport rates	
0-20	Kg	€15	one-way	€22	one-way
21-30	Kg	€20	one-way	€28	one-way
31-40	Kg	€32	one-way	€40	one-way
Excess baggage rate at the airport				€7	per kg

Should your luggage turn out to weigh less than the kg you have purchased in advance, you shall not receive a refund for the kg you do not use.

If you wish to take more kg than you reserved online or need to pay an excess fee, please ask our check in staff where to pay the fee. Please bear in mind that not all forms of payment are accepted at all locations.

c. You may book additional luggage via the internet 24 hours before your flight. If less than 24 hours remain until your flight, you can only book your additional baggage at the airport. **If you pay your baggage fee at the Airport, you will be charged in addition to the prices shown in the table. Please note that no refunds can be claimed for online luggage bookings.**

d. Each passenger can carry a maximum of 1 piece of hand luggage. Hand luggage must comply with the maximum weight of 7 kg and the maximum dimensions of 55x35x25

e. Even if you pay an excess fee for your overweight baggage, 1 piece of luggage must not weigh more than 32 kilos.

f. If we discover that your hand luggage does not match up to your indications including size, weight and quantity, then you will have to pay a **75€** penalty fee to duty staff.

g. Articles such as umbrellas, walking sticks, parcels, etc may not be attached to checked-in baggage because they may cause damage.

h. Fragile articles to be transported as checked-in baggage must be adequately packed, or else they will be refused. Corendon Airlines assumes no responsibility for such articles.

i. In addition to the free baggage allowance mentioned, a passenger may carry free of charge the articles classed as "personal effects", which are listed in the next article.

j. A guide dog accompanying a blind passenger is considered a personal effect. The weight of other accompanying pets including their crates will be considered as excess baggage even if the passenger is not carrying baggage above the free baggage allowance.

k. Excess baggage will be charged for where the given free baggage allowance is exceeded.

l. Excess baggage can and will only be accepted after payment.

#### ii. Collection and delivery of baggage

(a) It is the passenger's responsibility to collect his baggage as soon as it is available for collection at the places of destination or stopover. Should the passenger not collect it within a reasonable time, Corendon Airlines may charge the passenger a storage fee.

(b) Only the bearer of the baggage identification tag handed over at the time the baggage was checked in is entitled to collect his or her baggage.

The following excess baggage rates are applicable:

Excess baggage fee		
<i>East Europe &amp; Middle East one-way (Iran, Israel, Kosovo, Romania)</i>	<i>West Europe one-way (United Kingdom, France, Germany, Estonia, Italy, Spain, Finland, Norway, Poland, Denmark, Sweden)</i>	<i>CIS Countries one-way (Uzbekistan, Tajikistan, Kazakhstan)</i>
<b>5 EURO per kg</b>	<b>7 EURO per kg</b>	<b>8 EURO per kg</b>

m.

The following amounts per piece will be charged to the passenger for the following items, provided that they have been booked and confirmed by Corendon Airlines.

<b>Bicycle</b>	<b>25.00 €</b>
<b>Surfboard</b>	40.00 €
<b>Canoe</b>	50.00 €
<b>Diving equipment</b>	30.00 €
<b>Inflatable boat</b>	30.00 €
<b>Bodyboard/skiing equipment</b>	30.00 €
<b>Paragliding equipment</b>	70.00 €
<b>Hang glider</b>	Up to 30 kg 40 €, over 30 kg 70 €
<b>Golf baggage</b>	Up to 15 kg 15€, over 15 kg 7 € per kg
<b>With Corendon Golf Voucher</b>	Up to 15 kg free of charge, over 15 kg 7 € per kg

### iii. Specific items and articles as/in baggage

The following items are occasionally carried by passengers as/in baggage and these items are counted against the passenger's free baggage allowance.

- **Ammunition** - Only small caliber ammunition for hunting and sporting guns may be carried in small quantities and in checked-in baggage only (NOT as/in hand baggage).
- **Bicycle** - Acceptable as checked-in baggage if pedals are turned in and handle is turned parallel to frame.(6 bicycles max per flight)
- **Diving equipment** - Bottles for compressed air can only be accepted for carriage as checked-in baggage if completely empty. The passenger will be requested to demonstrate this.
- **Oxygen apparatus** including oxygen devices cannot be accepted for carriage. Only portable oxygen concentrators that use electricity are allowed on Corendon Airlines flights. In addition to this, Corendon Airlines will provide oxygen if necessary. Special requests are subject to Corendon Airlines confirmation.
- **Prams/buggies** - Acceptable for carriage if collapsed and tied up to prevent opening.
- **Radio receiver** - Acceptable for carriage, but must not be used during the flight.
- **Wet cell batteries** - Cannot be accepted for carriage as baggage.
- **Wheelchairs** will be carried free of charge if the passenger is dependent on it. If the wheelchair is battery driven, it will only be accepted on board if it has a dry or non-spillable battery. "Scoot Mobiles" can be carried in the hold compartment if they meet the requirements. For this kind of equipment you have to present your medical report signed by a doctor. If your report is not correct or is older than 1 month, Corendon Airlines will charge 100€ for carriage.

### iv. Personal Effects

Personal Effects comprise all articles which the passenger can take into the cabin without being tagged and weighed. These articles will not be registered on the ticket and the passenger alone is responsible for them. Only the items mentioned below will be considered as Personal Effects. All other kind of articles shall be handled as baggage.

- Lady's handbag, or pocket book
- Reading material for the flight

- Overcoat, blanket, or wrap
- Umbrella or walking stick
- Small camera and/or binoculars
- Infant's carrying basket
- Fully collapsible invalids' wheelchairs and/or prosthetic devices for passengers' use

**v. Cabin Baggage**

Cabin Baggage comprises all articles not listed as personal effects but carried in the cabin by the passenger during the flight. Cabin Baggage must be restricted to one piece per passenger occupying one seat (infants are not allowed to carry cabin baggage) and he/she is responsible for such baggage. The conditions under which such baggage is accepted in the cabin are:

- Maximum weight : **7 kg (15 lbs)**
- Maximum dimensions : **55 \* 35 \* 25 cm (22 \* 14 \* 10 inches)**

In very exceptional cases, on the special request of the passenger and only with the express permission of the station supervisor, bulky and fragile articles exceeding the above mentioned limitations will be accepted such as musical instruments, artwork or cameras, etc. Such articles must remain under the passenger's supervision. If the article is of such a size or volume that it is clearly unsuitable for carriage in the cabin, transport in the hold compartment will be arranged. The article in question must be adequately packed in order to protect it from damage.

**vi. Dangerous Goods**

a. The transportation of dangerous goods on CORENDON AIRLINES aircraft is forbidden. **Dangerous Goods must never be carried in the passenger cabin or cockpit!!**

**ix. Electronic Devices**

- a. Electronic devices that must be kept switched off during the whole flight are as follows:
- Mobile phones
  - Radiophones
  - CD players
  - Remote controlled toys
  - Laptop printers
  - CD ROM drives (laptops)
  - Radios
  - Mini TV sets
- b. Electronic devices than may be used at cruising level only are as follows: (after takeoff and before landing only)
- Laptop computers (only without CD ROM drives)
  - Walkmans
  - Handheld game consoles
  - Video cameras

**Article 4: Baggage irregularities**

**a. General:**

- First of all we would like to apologize on behalf of the ground handling agency for any baggage irregularity such as damage, delay or loss during any Corendon flight. In such cases please contact the Lost & Found Office at the airport immediately and fill out a Property Irregularity Report (PIR). Claims without P.I.R. will not be accepted.
- Damage or loss of baggage must be notified of immediately upon arrival at the airport of destination. Claims made later on should be in writing and be submitted within seven (7) days of the date mentioned on the baggage receipt (in the case of damage) and in case of delayed delivery, the complaint must be made no later than within twenty-one (21) days of the date the baggage was delivered.
- If the baggage is accepted without complaint, this is evidence that it has been delivered in good condition.

- Since, in the majority of cases, settlements by private insurance companies are more advantageous to passengers, please contact them in the first instance, as they base settlements on value, whilst indemnifications by Corendon Airlines are largely based on weight and limited to a one-way flight ticket price.
- To help us process your claim quickly, please enclose a copy of the Property Irregularity Report provided to you at the airport when you reported the delay or damage, along with your baggage ID tag, boarding card and copies of any relevant receipts.  
We strongly recommend that passengers retain all original receipts applicable to their baggage claim. All the required documents and statements have to be submitted in English or Turkish.
- All claims must be supported by documented evidence of purchases or repairs carried out (e.g. receipts, invoices), a copy of your flight ticket or reservation, boarding card and baggage sticker.
- Passengers are advised to take out their own insurance to cover the value of their baggage and its contents, particularly if they are carrying important, fragile or valuable items.
- Corendon Airlines shall not be responsible for fragile or perishable items, items having a special value such as jewelry / money, precious metals, computers, personal electronic devices, negotiable papers, securities, other valuables, business documents, medical documents, passports, samples, other identification documents and items not permitted for carriage or in the case that any item/baggage is delayed or damaged as a result of the security check.
- Corendon Airlines will also not accept any responsibility for the damage or loss of protruding parts such as wheels, feet, locks, straps, pull handles, or other items that are attached to baggage, or items lost as a result of poorly packed or overpacked baggage as well as cuts, scratches, scuffs, dents and marks
- Corendon Airlines shall not be responsible for any missing or damaged items within the baggage
- Corendon Airlines shall not accept any responsibility for personal belongings misplaced or lost onboard the aircraft or in the airport terminal. Any items left on board are forwarded directly to the lost property offices at the airport of destination.
- Corendon Airlines shall not be liable for incidences within the cabin involving passengers' belongings during the flight, unless these are due to gross negligence on the part of Corendon Airlines.

**Please also note that complaints/claims will only be accepted in English or Turkish language.**

Corendon Airlines shall not be liable for:

- i. Loss of baggage checked in pool (except for families/couples traveling together),
- ii. Damage to or loss of unchecked baggage or other effects carried under passenger's custody, unless such damage or loss is clearly due to negligence on the part of Corendon Airlines,
- iii. Expenses of forwarding found baggage to the passenger or travel expenses of the passenger in order to pick up the baggage, as Corendon Airlines is merely obliged to arrange for the missing baggage to be sent to the airport indicated on the baggage identification tag and the passenger has to collect his baggage himself at this airport. If the passenger does not wish to collect the baggage himself and asks for the baggage to be sent to his address or hotel, Corendon Airlines shall not accept any responsibility in case of damage, loss or wasted time during forwarding of the baggage,
- iv. Lawyer fees,
- v. Bank remittance fees incurred when transferring refunds or deductions due to incorrect bank account details.

**c. Lost baggage:**

If your baggage is not retrieved, report to the Corendon Airlines Ground Operations Lost and Found Department with copies of the documents stated below;

- Lost Baggage Report (P.I.R),
- Flight ticket,
- Boarding card;
- Baggage tags stating baggage weight,
- Receipt for extra baggage fee,
- List of specific contents within your baggage in English or Turkish (including, where appropriate, brand names like perfume brand names, shoe sizes, clothing with brand mark, book names, etc.) in case your baggage label is detached.

**Corendon Airlines does not accept any responsibility for baggage without tags, or baggage that is not checked in in the name of the ticket or boarding card holder.**

**d. Damaged baggage:**

Please report to Corendon Airlines Ground Operations Lost and Found Department with copies of the documents stated below;

- Damaged Baggage Report (PIR Report),
- Flight ticket and boarding card,
- Baggage tag of the damaged baggage,
- If your invoice in English or Turkish from the repair shop,
- If your baggage is irreparable; a statement in English or Turkish from an authorized repair shop that the original luggage is irreparable and unusable including the estimated value and age of the original luggage,
- Purchase invoice of your baggage (if purchase invoice cannot be produced by the passenger, he/she will be refunded a maximum of half the baggage price).

## **Article 5: Indemnifications**

### **a. Damaged baggage:**

The approved refund of checked-in damaged baggage cannot be more than the one-way ticket price and is calculated according to following formula:

*Price - 10% for each year of age.* (The age of the baggage will be rounded up to the next full year in the calculation)

Corendon Airlines shall not be liable for missing, soiled or damaged items within the damaged baggage.

Refunds for damaged items within damaged baggage will only be given for items permitted for carriage and which are supported by documented evidence of purchase or repairs carried out (e.g. receipts, invoices).

If the ticket price cannot be documented by the passenger, the one-way ticket amount will be determined at the airline company's discretion (maximum € 100). Possible expenses of obtaining the required documents will not be covered by Corendon Airlines.

If the damaged baggage is repaired without any fees, Corendon Airlines will not provide any refund to the passenger.

Corendon Airlines is entitled to ask the passenger to forward, at the passenger's expense, the baggage documented as irreparable and unusable to the Ground Handling Agency.

### **b. Delayed delivery:**

In case of delayed delivery of checked-in baggage, the passenger will be indemnified for essential expenses as stated below:

If the missing baggage is not recovered within 72 hours of the claim, the total advance payment effected by or on behalf of Corendon Airlines will not be more than the equivalent of € 50.00 if the delay is not due to force majeure.

Any payment effected in advance will be deducted from the final indemnification payable in case the baggage is lost for good.

### **c. Lost baggage:**

In case of loss of checked-in baggage, the passenger will be refunded the actual value of the missing baggage, provided that this does not exceed € 10.00 per kg on international flights and € 5.00 per kg on domestic flights. The baggage free allowance on all flights is 20 kg (except Holland flights). Indemnification cannot exceed the price of a one-way ticket. If the ticket price cannot be documented by the passenger, a one-way ticket will be considered as a maximum of € 100. If the baggage weight cannot be documented by the passenger, the missing baggage will be considered as a maximum of 10 kg. Baby strollers, wheelchairs and similar items are subject to the same conditions defined herein for checked baggage.

### **e. Non-responsibility:**

Corendon Airlines shall not be responsible for fragile or perishable items, sports equipment, instruments, items having a special value such as jewelry / money, precious metals, silverware, antiques, heirlooms, computers, personal electronic devices, negotiable papers, medicines, medical items, securities or other valuables, business documents, passports, samples, baggage accepted under the condition of the "Limited Release" Tag (LRT), other identification documents and items which are not permitted for carriage. We strongly recommend for all passengers to obtain adequate travel insurance cover prior to their journey. Corendon Airlines does not accept any responsibility for personal belongings misplaced or lost on board the aircraft or in the airport terminal. Any items left on board are forwarded directly to the lost property offices at the airport of destination. Corendon Airlines does not take any responsibility for baggage without tags which is not checked in in the name of the ticket or boarding card holder.

If the PIR Report is issued in the name of more than 1 passenger, they all have to sign the Refund Slip.

## **Article 6: Passengers with specific requirements, disabilities, etc.**

### **1. Sick, invalid or handicapped passengers**

a. Transportation will only be provided to sick/invalid passengers if the passenger is in possession of a written medical fitness report issued by his or her doctor or an official medical body at the airport.



b. Under no circumstances will transportation be provided to a person who:

- i. Has a contagious/infectious disease, e.g. open tuberculosis, infectious hepatitis, scarlet fever, diphtheria, chickenpox, etc.
- ii. Has suffered a heart attack or stroke within the last eight weeks
- iii. Requires medical attention using pneumatic or electrically operated apparatus which, for specific reasons, is not allowed on board
- iv. Any person who requires electrically operated apparatus together with oxygen supply during the flight.
- v. Any person under the influence of drugs and alcohol to the extent that the safety of the flight may be endangered.
- vi. "Invalids" are all persons whose carriage by air is subject to verification and confirmation by a doctor of their fitness to travel by air.
- vii. "Handicapped" are all incapacitated passengers who are not "invalid" and whose carriage is not subject to verification and confirmation by a doctor

**If passengers can not declare their illness before their flight, they will fly at their own risk and responsibility.**

## **2. Wheelchairs**

- a. Passengers' own wheelchairs will be carried in the hold compartment free of charge as checked-in baggage, even if over the free baggage allowance.
- b. Battery driven wheelchairs with non-spillable batteries, dry cell batteries or non-spillable wet cell batteries can be carried as checked-in baggage within the aircraft hold compartment provided that the battery is disconnected and securely attached to the wheelchair and the poles are insulated.
- c. If a wheelchair cannot be loaded, stowed, secured and unloaded in an upright position at all times, the battery must be removed and checked in separately. For transportation, the battery must be put into a plastic bowl or plastic bin to prevent contamination and corrosion of the hold compartment.
- d. "Scoot Mobiles" can be carried in the hold compartment if they meet the requirements. For this kind of equipment you have to present your medical report signed by a doctor. If your report is not correct or is older than 1 month, Corendon Airlines will charge 100€ for carriage.

## **3. Expectant mothers**

- As of the 36<sup>th</sup> week of pregnancy, expectant mothers will not be admitted for carriage on aircraft.
- Expectant mothers must advise the check-in staff during check-in regarding the stage of their pregnancy, and should fill out a Form of Indemnity.
- The flight captain is entitled, based on the physical appearance of the pregnant passenger, to request a new medical report stating good health and that the passenger is fit to fly.

## **4. Unaccompanied minors**

- a. Unaccompanied children of less than 6 years of age cannot be accepted on any flight.
- b. Children between 6 and 12 years of age may be allowed to travel alone provided that:
  - i. They are accompanied to the airport of departure by an adult authorized by the children's parents or legal guardians.
  - ii. The accompanying adult hands the children's travel documents required for departure and a form of indemnity (Discharge of Responsibility for unaccompanied minors under the age of 12) to the traffic staff or handling agent at the airport. All documents need to be completed by the children's parents or legal guardians.
  - iii. They are met at the airport of arrival by the person designated by the parents or the guardians.
  - iv. UM fee is 25 € (one-way)
- c. Unaccompanied minors shall remain in the adult's care until the flight is called for boarding. A staff member will accompany the minors to the aircraft. The accompanying adult is requested to stay at the airport until the aircraft has taken off.

## **5. Emergency exit rows**

- a. Passengers who may best assist with and not hinder a possibly required evacuation from the airplane can be seated adjacent to an emergency exit. Those who could impede the crew in their duties, obstruct access to emergency equipment or impede the emergency evacuation of the airplane must advise the cabin crew.
- b. Emergency exit rows are not allocated to:

- i. Persons with reduced mobility, with an intellectual deficiency, of old age, with an illness or any other cause of hindrance or disability
- ii. Physically or mentally handicapped passengers unable to move quickly if asked to
- iii. Person with eye or ear defects to the extent that they might not be able to perceive instructions given to begin an emergency evacuation
- iv. Pregnant women
- v. Unaccompanied minors
- vi. Passengers traveling with infants and/or children under the age of twelve years
- vii. Persons whose physical size would prevent them from being able to move quickly
- viii. Persons in custody and deportees
- ix. Persons with guide dogs or pets

### **Article 7: Acceptance of animals**

**a.** It is the responsibility of the passenger who owns the animal to ensure that the required passport providing information about anti-rabies vaccinations and other information about the health of the animal in question can be submitted to the appropriate authorities in the country of departure, transit and destination.

**b.** Pets in cabin: A maximum of 2 pets may be transported in the passenger cabin of an aircraft, provided that the weight of the pet incl. cage does not exceed 7 kg and the box is not larger than 55 X 35 X 25 cm and is waterproof. There is a transport fee of 20€ per pet/one way. A request has to be made one week before the flight by e-mail to [groundoperations@corendon-airlines.com](mailto:groundoperations@corendon-airlines.com) to check that the space has not already been allocated to another pet.

**c.** Hold for pets over 7 kg: Only two pets can be transported on each flight. A request also has to be made for hold transportation one week before the flight by e-mail to [groundoperations@corendon-airlines.com](mailto:groundoperations@corendon-airlines.com) to check that the space has not already been allocated to another pet. In this case also, a cage and a passport of the animal with all necessary vaccinations and health information will be required as well as a transport fee of €40 per flight which has to be paid to the Ground Operations Department or sub-contracted handling agency.

**d.** Guide dogs are carried free of charge and the transportation requirements are not applicable. A guide dog, when accompanying a blind passenger, can be placed in the passenger cabin. The requirements are as follows:

- i. The dog shall not occupy a seat and will be placed where passengers will not be disturbed. The dog shall not be placed near an Emergency Exit.
- ii. The dog must wear a muzzle
- iii. The passenger must be in possession of all required animal health documents.

**e.** Corendon Airlines will not be liable for injury to or loss, delay, sickness or death of such animal in the event that it is refused entry into or passage through any country, state or territory.

### **Article 8: Food & beverages on board**

Please check with your Travel Agency whether they have an agreement regarding included food & beverages on our flights or not. If not, a range of food and beverages including sandwiches, snacks and a selection of drinks will be sold on board. It is not possible to order special meals in advance.

You will find the prices of food & beverages sold on board below:

White wine (Angora)	4.00 €	Tomato soup	2
Red wine (Angora)	4.00 €	Mushroom soup	2
Beer (canned Efes Pilsen)	3.50 €	Sandwich (cheese, cream cheese, grilled pepper)	4
Coca Cola	2.50 €	Sandwich (chicken, fresh paprika)	4
Coca Cola Light	2.50 €	Sandwich (veal ham, cheese, cream cheese, fresh paprika)	4
Fanta	2.50 €	Noodles	3
Sprite	2.50 €	Mars or Snickers or M-Joy	2
Ice tea lemon	2.50 €	Milka	2
Apple juice	2.50 €	Hazelnuts	2
Milk	2.50 €	Peanuts	1
Water	2,00 €	Haribo Raspberry, Blackberry or Peach	2
Mineral water	2,00 €	Snack pack	3
Tea or coffee	2.50 €		
Hot chocolate or cappuccino	2.50 €		

Chicken soup

2.50 €

Pringles

2

**Not all of the above mentioned foods or beverages may be available. Corendon Airlines reserves the right to change the menu and price list.**

### **Article 9: Customs duty free limitations**

#### **EU COUNTRIES**

Spirits & Alcoholic Drinks: 1 liter of spirits over 22% volume or 4 liters of still wine

Tobacco: 200 cigarettes or 100 cigarillos or 50 cigars or 250g tobacco

Perfume: 60 ml perfume or 250 ml eau de toilette

Gifts & souvenirs: € 430

#### **TURKEY**

Spirits & Alcoholic Drinks: 1 liter of spirits over 22% volume and 2 liters of liquor or 4 liters of still wine (max. 22% vol.)

Tobacco: 600 cigarettes and 100 cigarillos and 50 cigars and 250g tobacco

Perfume: 5 bottles of perfume or eau de toilette (max. 120 ml each)

Gifts & souvenirs: € 430, € 150 for those under 15 years of age

Limitations are subject to change according to new regulations of the countries.

### **Article 10: Refusal of and limitation on carriage**

#### **1. Right to refuse carriage**

Corendon Airlines may refuse carriage of a passenger and his or her baggage or further carriage for reasons of safety and/or order or if, in the exercise of its reasonable discretion, Corendon Airlines determines that such action is necessary:

**(a)** Because the conduct, age or mental or physical state of the passenger is, or reasonably seems to be, such as to:

- (1) Require special assistance of Carrier which Corendon Airlines cannot provide;
- (2) Cause discomfort or make himself objectionable to other passengers; or
- (3) Possibly involve any hazard or risk to himself or to other persons or to property;

**(b)** Because the passenger has failed to observe any reasonable instructions of Corendon Airlines, given in order to ensure safe, efficient and comfortable carriage for all passengers or to enable Corendon Airlines to otherwise comply with its obligations towards any other passengers;

**(c)** Because the passenger has expressed himself in such a way or displayed such behavior that doubt exists with respect to the safety of carrying said person. Such expression or behavior includes the use of threatening, abusive or insulting language towards ground staff or crew;

**(d)** Because the passenger has refused to submit either himself or his baggage to a security check by Corendon Airlines or by any airport or government official;

**(e)** Because the applicable fare or any charges or taxes payable have not been paid, or credit arrangements agreed between Corendon Airlines and the passenger have not been complied with;

**(f)** Because Customs and/or Immigration Authorities or any other Government Authority has informed Corendon Airlines orally or in writing that the passenger is not allowed to travel. This includes the case that the passenger has received a negative travel advice from Customs and/or Immigration Authorities or any other Government Authority;

**(g)** Because the passenger does not appear to be properly or validly documented;

**(h)** Because the passenger may seek to enter a country through which he may be in transit, or for which he does not have a valid entry document;

**(i)** Because the passenger destroys his documentation during the flight;

**(j)** Because the ticket presented by the passenger:

- (1) Appears to be invalid;
- (2) Has been reported lost, stolen, fraudulent or otherwise suspicious;
- (3) Appears to be a counterfeit ticket;
- (4) Contains any flight coupon which appears to have been altered by anyone other than the authorized agent, or has been defaced, or

(5) The person presenting the ticket cannot prove that he is the person named in the "NAME OF PASSENGER" box, in which cases Corendon Airlines reserves the right to retain said ticket;

**(k)** Because the passenger has previously committed one of the acts or omissions referred to above, and Corendon Airlines has reason to believe that such conduct may be repeated;

2. The passenger refused carriage or removed en route for any reasons specified in paragraph 1 of this article, is not entitled to a refund.

**Article 11: Delays, cancellations, stopovers / non-stop flights**

Corendon Airlines is a charter airline company based in Turkey. Our aircraft are chartered by tour operators, who sell their chartered seats via internet, travel agencies, etc. The aircraft are operated as Corendon Airlines aircraft.

All reservations or changes are managed by tour operators and travel agents. Corendon Airlines **does not sell any flight tickets** and has no connection with or influence on the passenger's reservations.

Changes to flight times or destinations as well as cancellations of tour operators' and travel agents' chartered flights are aged by them. Therefore, Corendon Airlines cannot be held responsible for any changes.

In case a flight operated by Corendon Airlines is delayed by more than 3 hours in relation to its scheduled time of departure, the following action will be taken:

<b>Duration of the delay</b>	<b>Type of service to each passenger</b>
<i>More than 3 hrs</i>	<i>Snack or meal &amp; refreshment in a reasonable relation to the waiting time and the flight distance will be provided</i>
<i>More than 5 hrs</i>	<i>Snack or meal &amp; refreshment will be provided</i>
<i>More than 5 hours and if departure is at least on the day after the time of departure previously announced</i>	<i>Accommodation and transport between airport and place of accommodation (hotel or other) will be offered</i>

You can find out from your Travel Agency whether there is a stop-over on your flight before the city of your destination.

**Article 12: Customer view form / questionnaire**

Customer satisfaction and comfort are among Corendon Airlines' top priorities. As such, your comments and suggestions, thoughts and experiences are very important to us.

On certain flights we ask our passengers to fill out a questionnaire in order to improve our services and offer you a very pleasant and comfortable flight.

For any comments and suggestions, you can also use our customer view form which you can request from and return to our cabin crew.

Or you can contact us in writing as follows:

**Corendon Airlines**

**Customer Care Department**

**Güzeloluk Mah.1879 Sok. No: 148,**

**07200 ANTALYA / TURKEY**

**FAX: +90 242 324 32 40**

[customer@corendon-airlines.com](mailto:customer@corendon-airlines.com)

**Please also note that complaints/claims will only be accepted in writing and if submitted in English or Turkish language.**

Other conditions may be applicable in addition to those mentioned above. For your specific conditions, please contact your tour operator. We would like to thank you for reading and hope to welcome you on one of our Corendon flights soon.

Kind Regards,

Your Corendon Airlines Team

