

General Conditions of Carriage

Dear Passenger,

- First of all, we wish you a pleasant flight with Corendon Airlines.
- The following information was prepared for you to answer any questions you may have concerning your flight with Corendon Airlines.
- For further information, any advice or request please contact:

<https://www.corendonairlines.com/support-center/contact>

- By purchasing your ticket, you accept the terms and conditions laid down here. These terms and conditions are subject to change at the discretion of Corendon Airlines without prior notice to the passengers.
- Although the information below was composed by Corendon Airlines in a most careful and accurate manner, Corendon Airlines cannot guarantee that all information on website corendon-airlines.com is complete, actual or correct.
- Corendon Airlines operations and flights are conducted in compliance with current national and international regulations. Should there be any conflicts between these regulations and the sales conditions defined here, the relevant national/international regulation applies.

1 RULES FOR RESERVATION

- Corendon Airlines is responsible for the air transportation of the person, whose name is mentioned on the ticket (airplane ticket, or any other issued document for transportation).
- The airplane ticket is not transferable to third persons. When you travel with an electronic ticket, it is necessary that you can show a valid transportation document (e-ticket) issued in your name at any stage of the journey.
- When travelling with an e-ticket, you have the right of transportation if the e-ticket is in your name, and if you can show a valid identification at any stage of the journey.
- A booked reservation is not transferable to another person and cannot be issued in another person's name. Changes in the travel route, travel date and time are only possible if the rules allow this. If on the request of a traveler changes are made in the travel date or travel route, resulting in a price difference, then the traveller will be charged for this difference in price.
- After the departure of a scheduled flight it is not possible to change a reservation, to cancel the ticket, or to refund payment.
- Refund of a credit card payment will be transferred by the organization that has issued the ticket to the account of the credit card holder.
- This can be an authorized sale office, a call center, or an agency of Corendon Airlines. Refund of a cash payment can only be made by the organization that has collected the cash payment.
- Unless serious shortcoming is proven, Corendon Airlines is not responsible if during the booking of a reservation in the electronic reservation system an electricity cut, defect, failure, break down, delete, loss, delay in processing or contact, computer virus, connection failure, theft, loss or unlawful access to data, change or use of such, occurs.

2 RULES FOR CHANGES AND CANCELLATION OF RESERVATIONS

- With the acceptance of the plane ticket the traveler agrees to the below mentioned rules and accepts that these rules will be applied. If the passenger does not participate in the flight he has booked, payment will not be refunded.
- From the moment of payment, the ticket is considered as definitely booked. If later change or cancellation in the reservation data and/or in the plane ticket is made, then the below mentioned rules and tariffs are applicable to the total amount of the concerned plane ticket.
- In the case of a cancellation, the refund amount will be calculated over the net amount of the plane ticket. Service charges cannot be refunded.

PENALTY FOR CANCELLATION				
	Last Day	1 day to 1 week	1 week to 1 month	More than 1 month
ECO	100%	100%	100%	100%
FLEX	100%	70%	50%	30%
PREMIUM	100%	50%	10%	0%

PENALTY FOR REBOOKING				
	Last Day	1 Day to 1 week	1 week to 1 month	More than 1 month
ECO	100%	100%	100%	100%
FLEX	100%	50%	30%	10%
PREMIUM	100%	30%	0%	0%

For full charter tour operator flights the applied rules regarding penalties may be different for each tour operator. Detailed information is available at your travel agency.

3 THE RIGHT TO REFUSE CARRIAGE AND CARRIAGE RESTRICTIONS

3.1 The Right to Refuse Carriage

- If a passenger due to his behavior, age, physical or mental condition;
- requires special carriage assistance which is not included in Corendon Airlines' services and therefore cannot be provide;
- causes discomfort for, and rejection by the other passengers;
- causes hazard and becomes a risk for himself, for fellow-passengers as well as the baggage;
- obstructs the safe, efficient and comfortable carriage of passengers, hinders Corendon Airlines to comply with its obligations towards the other passengers and disobeys the instructions given by Corendon Airlines;
- behaves in such a way that the flight safety is endangered, displays threatening behavior and uses abusive or insulting language;
- refuses to submit either himself or his baggage to a security check by Corendon Airlines or by any airport or government official;
- has not paid the applicable fare, nor any charges or taxes and has not complied with credit arrangements agreed upon between Corendon Airlines and the passenger;
- is the cause that 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; including a negative travel advice for the involved passenger from Customs and/or Immigration Authorities or any other Government Authority;
- is not in the possession of the necessary, correct and valid travel documents;
- seeks to enter a country in which he is in transit, or for which he does not have valid entry documents;
- destroys his travel documentation during the flight;

3.2 If the ticket presented by the passenger is:

- invalid;
- reported lost, stolen, fraudulent or in any other way suspicious;
- falsified;
- altered by an unauthorized agent, or contains a flight coupon altered with;
- issued in someone else's name in the "NAME OF PASSENGER" box and passenger fails to prove his identity, resulting in the right for Corendon to retain the ticket;
- reason for Corendon to assume that the involved passenger may repeat his actions and misconduct;
- Then out of safety and order consideration and at its own discretion, Corendon Airlines has the right to refuse carriage of the passenger and his accompanied baggage.

- A passenger, who is refused carriage or who is removed en-route for any of the abovementioned reasons, is not entitled to any refund.

4 DELAY, CANCELLATION, STOP-OVER, NON-STOP FLIGHTS

- All the reservations and/or changes for tickets are managed by tour operators and travel agents, except if the ticket is purchased from Corendon Airlines. Corendon Airlines has no connection or influence on the passenger's reservations for full charter flights by tour operators.
- Changes in departure and/or arrival times or destinations as well as cancellations of full charter flights are managed by the tour operator. Therefore, Corendon Airlines cannot be held responsible for any changes.
- You can get information from your Travel Agency, if there is any stop-over on your flight before you reach the city of your destination.
- Corendon Airlines is committed, unforeseen circumstances excluded, to respect and follow the regulations in document EC261/2004, regarding the rights of SHY passengers in case of irregularities, delays or cancellations.
- More information about delay, cancellation and passenger's rights are available at this link:

<http://www.corendonairlines.com/tr/yolcu-haklari>

5 FULL CHARTER TOUR OPERATOR FLIGHTS

- Please reconfirm your flight through your Travel Agency one day in advance and check if there is any change in your flight details.
- Please be at the check-in desk two hours before departure time.
- Please check if your baggage is correctly tagged for your intended end destination.
- Check-in desks are closed 1 hour before the scheduled departure of the flight. Passengers who present themselves after check-in desk 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 ID with a recent photograph (children and babies as well) at check-in on all flights. For visa information you should contact your travel agent or the national embassy or consulate.
- Passengers are responsible for obtaining all required travel documents and they need to comply with all laws, regulations, orders, demands and travel requirements of the country of departure, transit and end destination. Corendon Airlines is not responsible if the passenger is not accepted to the flight because of ID/Passport, visa or ticket problems.
- Please note that Corendon Airlines is authorized to take digital or hard copies of passports, visas or other personal documents.

- When you check in, you will receive a boarding pass, which indicates the boarding gate, boarding time and your seat number. Passengers without a boarding pass will not be accepted to board the aircraft.
- Corendon Airlines may charge a fuel surcharge to you in addition to your flight ticket price to compensate 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 operate that flight through another air carrier.
- All Corendon Airlines flights are non-smoking flights. Passengers who smoke, or attempt to smoke on board of the aircraft will be considered as a “Rules disobeying Passenger” and the relevant procedure will be followed.

6 EXTRA SEAT

- Passengers who wish to travel comfortably can purchase an extra seat. They can purchase this service during the ticket reservation via <https://www.corendonairlines.com/>

7 FLIGHT SAFETY

For a safe flight all passengers are requested to respect the following rules:

- We recommend you to limit your hand luggage to what you may need in the cabin for the duration of the flight.
- Put liquids as much as possible 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 travelling to the airport.
- 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 should be removed ready to be screened and metal items including wallets should be placed in plastic trays and scanned separately.
- If you are carrying a laptop or any other large electric item within your cabin baggage, then please have it ready for separate screening as you approach the security check.
- Duty free / departure lounge purchases: you may take on board liquid items of any size that are purchased after the security check in the departure lounge.

- 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 end 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 non-EU airport will be considered in transit.

- Knives, swiss knives, scissors, razors, skewers and other sharp or stinging objects that may cause injuries, are absolutely forbidden to carry in the hand luggage. They should be packed in the cargo baggage. When these objects are discovered by security or authority officials they will be confiscated and there is a risk that they will not be returned. Corendon Airlines is not responsible if such objects are carried on board.

7.1 Liquids:

- Passengers can carry small quantities of liquids in separate containers or small bottles, each of a maximum of 100 ml.
- These containers with fluids must be carried to the airport, packed in a single transparent re-sealable plastic bag (approximately 20 x 20 cm and containing not more than 1 liter of liquids).
Each passenger may carry only one plastic bag with liquids, properly visible and orderly packed.
 - 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 inside the hold luggage and checked in. Any amount of liquid is allowed in the luggage that will be carried in the hold of the aircraft.
 - Remember that 'Liquids' includes:
 - - All drinks, including water, soup, syrups
 - - Creams, lotions, oils, perfumes, mascara
 - - 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

7.2 Medicines:

- Essential medicines and baby food is permitted in larger quantities than the abovementioned 100 ml limit, but are subject to approval currently required.
- Each passenger is restricted to carry only one item (in addition to the re-sealable liquids bag) through the airport screening point.
- Pushchairs, walking aids and wheelchairs are permitted.

8 BAGGAGE AND CARGO

8.1 Booked Baggage

- The baggage of passengers should contain clothing. Valuable documents, money, jewelry, electronic devices, leaking or inflammable goods should not be packed in the baggage.
- The standard baggage right on Corendon Airlines flights may be different for each tour operator and each airport. For more information, you should contact your travel agency.

8.2 Baggage rules and Seat Reservation Prices for flights to and from Holland performing by Corendon Holland Tour Operator

Kindly please visit www.corendon.nl for more details.

8.3 Baggage rules and Seat Reservation Prices for flights to and from Belgium performing by Corendon Belgium Tour Operator

Kindly please visit www.corendon.be for more details.

8.4 Baggage rules and Seat Reservation Prices for other flights performing by Corendon Airlines Turkey:

Kindly please visit <https://www.corendonairlines.com/support-center/baggage-allowance> for more details.

- Should your luggage weigh less than the kgs you have purchased in advanced, you will not receive a refund for the kgs you haven't used.
- In case you want to carry more kg than you have reserved online at <https://www.corendonairlines.com/> or need to pay an excess fee, please ask our check-in staff where to pay this fee.
- If your flight is online, it is possible to book extra baggage until 5 hours prior to departure.
- Online booked baggage will not be refunded. (Except when the flight is changed or cancelled by the airline company.)
- Each passenger can carry maximum 1 hand baggage during the flight. Hand baggage is limited to a weight of maximum 8 kg and 55 x 40 x 25 cm in dimension. One piece of hold baggage should not be heavier than maximum 32 kg, even if you have paid excess fee for the overweight.

- Objects such as umbrellas, walking sticks, box and parcels are considered non-standard baggage and Corendon Airlines is not responsible if such objects are refused for transportation in the cargo compartment.
- In case of a request to transport fragile and breakable baggage in the hold of the aircraft, the passenger is responsible for good and adequate packing and transportation is completely for risk of the passenger. Corendon Airlines will not accept any responsibility for damage due to transportation.
- Excess baggage will be charged, when the maximum baggage allowance is exceeded. Excess baggage can and will only be accepted and transported after payment.
- During online reservation (booking of a seat, or baggage) for information or questions you can contact <https://www.corendonairlines.com/support-center/frequently-asked-questions> .

8.5 Delivery and Collection of Baggage

- It is the passenger's responsibility to collect his baggage as soon as it is available for collection at places of destination or stopovers. Should the passenger not collect it within a reasonable time, Corendon Airlines may charge the passenger a storage fee.
- Only the bearer of the baggage identification tag, issued to him at the time the baggage was checked-in, is entitled to collect his baggage.

8.6 Specific goods or items transported as, or in Baggage

- For transportation of the following goods the passenger needs to book space and needs confirmation from Corendon Airlines. For each item a price is charged as mentioned below.
- Please visit <https://www.corendonairlines.com/support-center/frequently-asked-questions> if you have questions regarding online bookings (reservation of seat, baggage).
- The above items are occasionally carried by passengers as, or in baggage. However, these items are not considered as the passenger's baggage allowance.
- These goods and items are special baggage and their transportation is subject to certain conditions and payment. For detailed information please contact <https://www.corendonairlines.com/support-center/contact/special-request-form>
- To carry the goods/baggage approval of the Airline is required. At the latest 24 hours prior to departure the goods need to be booked.
- Only small caliber ammunition for hunting and sporting guns, in small quantities may be carried in the baggage to be transported in the hold of the aircraft. (It is strictly forbidden to carry ammunition as, or in hand baggage in the cabin).
- A bicycle is acceptable as hold baggage, if the pedals are turned inside and handle is turned parallel to frame. (6 bicycles max for each flight)
- Diving bottles with compressed air can only be accepted for carriage as hold baggage if completely deflated. The passenger will be requested to demonstrate this.

- Oxygen apparatus including oxygen devices cannot be accepted for carriage. Only Portable Oxygen Concentrators which work on electricity are allowed on Corendon Airlines flights. Other than this Corendon Airlines will provide oxygen if the passenger can submit a medical report. Special requests are subject to Corendon Airlines confirmation.
- Passengers in need of Oxygen apparatus need to apply at the latest 24 hours prior to the departure time, using the Application Form for Special Requests. In the case of a delayed request there is no guarantee for approval.
- Prams/Buggies are acceptable for carriage, if folded and tied to prevent unfolding.
- Wet batteries and wet accumulators cannot be accepted for carriage as baggage.
- Lithium ion batteries and devices working on these batteries are only allowed in hand baggage. The devices should be turned off during the flight and the batteries should be disconnected.
- In the frame work of Corendon Airlines' "No Handicap Airline" policy, wheelchairs will be carried free of charge if the passenger is dependent on it and the registration is applied in advance. If the wheelchair is battery driven, transportation is permitted only for non-leakage dry batteries. Carriage of "Scooters" in the hold compartment is allowed, if the scooter has the proper dimensions and if a doctor signed medical report is submitted. If this medical report is not correct or older than 1 month Corendon Airlines will charge € 100, - for carriage.
- From wheelchairs, working on lithium ion batteries, these batteries need to be removed and put into a suitable box or container and can only be carried in the hand baggage in the cabin.
- Musical instruments are transported in the cargo hold; our standard hold luggage rate applies to musical instruments. You may also take a small musical instrument with you as hand luggage. Only those musical instruments, including the case, which are no larger than 25 x 117 x 38 cm and no heavier than 8 kg can be transported in the cabin. Examples of musical instruments that meet these requirements are a viola, violin, flute, clarinet, bugle or trumpet.

8.7 Hand/Cabin Baggage

- Cabin Baggage includes 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). The passenger is responsible for his own baggage, that is restricted to the following conditions:
 - - **Maximum Weight: 8 kg (15 Lb)**
 - - **Maximum dimensions: 55 * 40 * 25 cm (22 * 14 *10 inch)**
- In very exceptional cases, upon special request from the passenger and only with the explicit permission of the station supervisor, bulky and fragile articles exceeding the abovementioned dimensions will be accepted, such as musical instruments, artwork or camera, etc. Such articles will remain under the passenger's supervision. If the article is of such a size or volume that it is obviously unsuitable for carriage in the cabin, transport will be arranged in the cargo holds. The mentioned article must be adequately packed to preserve it from damage.
- In case the hand baggage differs in weight and in size from the allowed measurements, and this is noticed at the gate, a penalty of € 75, - needs to be paid.

- The passenger self is responsible for hand baggage that is forgotten, missed or damaged. Corendon Airlines cannot be held responsible in such cases.

8.8 Pets

- It is the responsibility of the passenger/animal owner to carry the necessary travel documents and documentation regarding the animal's general health, vaccinations for rabies and other diseases, as well as the necessary departure, transit and entrance documents.
- Pets accompanied by their owner are allowed onboard the aircraft.
- The only pets accepted by Corendon Airlines on planes are cats and dogs.
- Pets must stay on the floor in the cabin / bag cage during the flight. The pet taken into the cabin cannot be removed from the cage / bag cage. Passengers traveling with pets cannot be accommodated in the seats in front of the emergency exit and in the front row seats.
- The passenger can register the request for the transportation of pets from the special service section on the main screen of our website if the passenger purchase the ticket via the tour operator.
- If the passenger purchases the ticket through the Corendon Airlines website, the passenger can purchase pet requests from the additional service tab during the reservation.
- Transportation of the dog species listed below is not allowed:
 - Pitbull Terrier
 - American Pitbull
 - American Staffordshire Terrier
 - Staffordshire Bullterrier
 - Bull terrier
 - American Bulldog
 - Dogo Argentino
 - Fila Brasileiro
 - Kangal (Karabaş)
 - Kafkas Shepherd Dog
 - Mastiff
 - Mastino Napoleta
 - This is applicable to thoroughbred dogs, as well as non-true-bred dogs subject to breeding.
- Corendon Airlines is not liable for injury or loss, sickness or death of the animal, or any delay if the dog is refused entry into, or passage through any country, state or territory.

In accordance with European Union Laws (EU-VO 576/2013);

- ✓ Pets must be **"at least 4 months old"** for flights within the European Union.

The rabies vaccination when the pet is 12 weeks old.

Waiting time of at least 3 weeks after rabies vaccination.

Required Documents:

- Date of microchip placement
- Date and validity period of rabies vaccine
- Echinococcus multilocularis treatment status confirmed within your pet's passport
- Health certificate
- Written declaration that the carriage is for non-commercial reasons
- Passport

https://ec.europa.eu/food/animals/pet-movement/eu-legislation/non-commercial-eu_en

This rule is also valid for the flights to European Union destinations from the "Listed Third Countries" specified in the regulation no EU- 576/2013. (For example, flights from Switzerland, England to European Union destinations)

- ✓ Pets must be **"at least 7 months old"** for flights to European Union destinations from "3rd countries that are not listed" specified in the EU-VO 576/2013 regulation. (For example, flights from Morocco, Gambia, Egypt, Turkey to European Union destinations)

The rabies vaccination when the pet is 12 weeks old.

Waiting time of at least 3 weeks after rabies vaccination.

Blood testing after the above periods and waiting for an additional 12 weeks.

Required Documents:

- Date of microchip placement
- Date and validity period of rabies vaccine
- Echinococcus multilocularis treatment status confirmed within your pet's passport
- Blood test (sending the blood test to a laboratory approved by European Union)
- Health certificate
- Written declaration that the carriage is for non-commercial reasons
- Passport

https://ec.europa.eu/food/animals/pet-movement/eu-legislation/non-commercial-non-eu_en

The "third countries included/not included in the list" class specified in the European Union EU-VO regulation 576/2013 can be accessed from the link below:

<https://www.bmel.de/DE/themen/tiere/haus-und-zootiere/heimtiere-einreiseregung.html>

8.8.1 Pets in Cabin:

- On Corendon Airlines flights, a maximum of 2 pets can be carried in the cabin, with breathable, leak-proof, water-resistant and lockable bag cages, with a weight not exceeding 8 kilograms and 55x40x25 cm, if capacity permits and according to the conditions of carriage, in compliance with the applicable EU travel provisions.
- Transport fee is 20 € per animal / one way.

8.8.2 For pets weighing more than 8 kg, transport in the cargo section:

- Pets over 8 kilograms are transported in the air-conditioned cargo hold for a maximum of 4.
- Transport fee is 40 € per animal / one way.

8.8.3 Guide Animal

- Guide dogs accompanying visually impaired passengers can travel free of charge in the passenger cabin if the capacity permits. The payment terms for traveling in the cargo section are as stated above.
- The conditions are as follows:
 - The dog shall not occupy a seat, discomfort other passengers and shall not be placed near an Emergency Exit, nor by the aisle;
 - The dog must wear a muzzle and a leash. Muzzle and leash should not be removed during the flight.
 - the passenger/owner must have all the required health documents and travel papers for the dog.

8.8.4 Restrictions AVI-in- hold & pet-in cabin at certain German airports

At some airports in Germany there are restrictions on the transportation of AVI-in-hold and pet-in-cabin. Karlsruhe/Baden-Baden FKB and Memmingen FMM prohibit the access of pets, arriving via flights from non-Schengen countries. However, flights departing from FKB and FMM are not subject to restrictions. The reason is, that no veterinary clinic is present at the airport. At other German airports no restrictions are in force.

Detailed information is available on the links below.

FKB: <https://www.baden-airpark.de/en/passengers-and-visitors/service-at-the-airport/#animal-Transports>

FMM: <https://www.allgaeu-airport.de/home/rund-ums-fliegen/informieren/reiseinformationen/>

8.9 Personal Belongings

- Personal belongings comprise all articles which the passenger can transport in the cabin without being tagged and weighed. These items are not specified on the ticket and the passenger himself is responsible for them. Only the items herein mentioned will be considered as personal effects. All other articles shall be handled as baggage.
- Lady's handbag, purse
- Reading magazines for the flight
- Overcoat, blanket, or wrap
- Umbrella or walking cane
- Small camera and/or binoculars
- Baby carrier
- Foldable wheelchair and/or walking device
- Only deflated balls are allowed on the planes

8.10 Dangerous Goods

- Conform the documents ICAO Annex 18 and ICAO 9284, as well as the current regulations of the Civil Aviation General Directorate, transportation by Corendon Airlines of dangerous materials as hand baggage, or as cargo baggage, is only permitted within the limits and rules laid down by IATA. Corendon Airlines is under no circumstances responsible for transportation of forbidden materials.
- Hazardous materials table is available on the link <https://www.corendonairlines.com/baggage-allowance/hazardous-substances>
- For transportation of dangerous materials for commercial purposes cargo@corendon-airlines.com needs to be contacted so that transportation regulations are obeyed and permission is granted.

8.11 Electronic Devices

- It is most important that the crew's instructions regarding the use of electronic devices in the cabin are obeyed.
- PED (Personal Electronic Device) is a for consumers produced electronic device. They may be carried as cargo, or on board in the cabin of the aircraft by the crew and by passengers, without any necessary approval.
- Most of the electric apparatus can be classified in this category, including devices working on batteries, or using an energy source available in the aircraft. PEDs are divided into 3 categories:

8.11.1 PED:

devices that transmit few signals, often only commanded by the user, such as photo camera's, radio receivers, audio and video players, electronic games and toys and in the aircraft available equipment used by the crew while working.

8.11.2 T-PED (Transmitting PED)

Electronic devices transmitting via an antenna electronic magnetic waves with high frequency energy output. Examples of T-PED are radiographic commanded remote controls (such as controls for toys), walkie-talkies, mobile phones, satellite phones, computer with a mobile telephone data port, Wi-Fi and Bluetooth equipped devices. Devices, transmitting frequencies, such as mobile phones are classified as PED when they are in "flight mode". During certain periods of the flight passengers may use them, but these devices should be turned off during take-off and descent.

8.11.3 C-PED (Controlled PED)

Apparatus under the supervision and application of Corendon Airlines. C-PED's can be classified as PED or as T_PED. A mobile phone in "flight mode" may be used during certain periods of the flight, but should be off during take-off and descent.

- Even if they are turned off, most PEDs are still connected to their energy source and therefore certain functions continue to work, such as the built-in clock, or databank.

- Wrist watches use batteries, but they do not transmit any signals, so the “turn off” rule is not applicable for them. For safety reasons, mobile phones and other electronic devices should be turned off during take-off and landing as soon as the “fasten your seatbelt” light turns on.
- Mobile devices may be used in “flight mode” after take-off as soon as the “fasten your seatbelt” sign is off, until this sign is on again.

Yolcular için PED Kullanım Evreleri / PED usage phases for Passengers

Phase	Boarding/ Disembarkation	Extended Ground Delay (if L1 is open and PIC permits)	Taxi and Take- off	Cruise Level	Descent, Landing and taxi to gate (until L1 is open)
Mobile and Smart phones	Yes	Yes	No	Yes	No
Laptops, notebooks	Yes	Yes	No	Yes	No
Tablet computers, e-readers	Yes	Yes	No	Yes	No
Mp3 Player	Yes	Yes	No	Yes	No
Electronic Games	Yes	Yes	No	Yes	No
DVD/CD Player	Yes	Yes	No	Yes	No
Personal Headphones	Yes	Yes	No	Yes	No
Personal camera	Yes	Yes	No	Yes	No

8.12 Baggage Irregularities

- First of all, we apologize on behalf of the ground handling agency for any baggage irregularity, such as damage, delay or loss during your Corendon flight. In this case please contact immediately with the Lost & Found Office at the airport and fill out a Property Irregularity Report (PIR). Claims without P.I.R. report will not be accepted.
- Notifications of damaged or lost baggage must be made immediately upon arrival at the airport of destination. Passengers should immediately submit written complaints to the airline. A complaint regarding damage should be submitted in writing within 7 days of the date mentioned on the baggage tag; for a complaint regarding delay or loss the limit is 21 days. The written complaint should reach <https://www.corendonairlines.com/baggage-allowance/lost-damaged-baggage> within the abovementioned period.
- If the baggage is received without complaint, this is evidence that it has been delivered in good condition.
- Since most cases, settlements by private insurance companies are more advantageous for passengers, please contact in first instance your insurance company, as settlements by them is based on value of the baggage.

- To help Corendon process your claim quickly, please enclose a copy of the Property Irregularity Report (PIR) provided to you at the airport, when reporting the delay or damage, along with your baggage ID tag, boarding pass and copies of any relevant receipts. We strongly recommend that passengers to retain all original receipts applicable to their baggage claim. All requested documents and statements should be presented in English or Turkish.
- All claims must be supported by documented evidence of purchases or repairs made (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 is not responsible for fragile or perishable goods, items of value such as jewelry / money/paintings/carpets/curtains, precious metals, computers, personal electronic devices, negotiable papers, securities, other valuables, business documents, medical documents, passports, commercial samples, other identification documents. Corendon is not liable for goods that are not allowed on board, nor is it liable if any item/baggage is delayed or damaged because of security check.
- Also, Corendon Airlines will not accept responsibility for the damage or loss of protruding parts such as wheels, feet, locks, straps, zippers, pull handles, or other items that are attached to baggage, or items lost due to badly packed or over-packed baggage as well as cuts, scratches, scuffs, dents and marks.
- Corendon Airlines is not responsible for any missing or damaged items from the baggage.
- Corendon Airlines do not accept any responsibility for personal belongings misplaced or lost on board of the aircraft or in the airport terminal. Any items located on board are forwarded directly to the lost property offices at the airport of destination.
- Corendon Airlines is not responsible for shipping items left on board to the passenger address. If there is a suitable flight, we will be assisted in sending the items forgotten at the opposite station or in the airport terminal to the arrival station, but any damage / loss / delay etc. Corendon airlines will not accept liability in such cases. All responsibility belongs to our passengers.
- Corendon Airlines is not liable for incidences within the cabin which happen to passengers' belongings during the flight, unless it is due to gross negligence of Corendon Airlines.
- Please also note that complaints/claims will only be accepted in the English, Turkish language.
- **Corendon Airlines is not liable for;**
 - Loss of baggage checked-in in pool (except for families /couples travelling together).
 - Damage, 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.
 - Forwarding expenses of the found baggage to the passenger, or transfer expenses of the passenger to pick up the baggage, as Corendon Airlines is only obliged to find the missing baggage and deliver it to the airport indicated on the baggage identification tag. The passenger must pick up his baggage himself at this airport. If the passenger does not want to pick up the baggage himself and requests the baggage to be sent to his address,

or hotel, Corendon Airlines does not accept any responsibility in case of damage, loss or wasted time during forwarding of the baggage.

- Lawyer fees.
- Bank remittance fees while transferring the refund, or deductions due to incorrect bank account details.

8.12.1 Lost Baggage:

- Searching for your baggage and the whole process will be completed with the tracking number "tracking number" given to you during the application you made over <https://www.corendonairlines.com/baggage-allowance/lost-damaged-baggage> . In these transactions, the following information will be requested from you:
 - Lost Baggage Report (P.I.R),
 - Flight ticket,
 - Boarding card,
 - Baggage tags evidencing baggage weight,
 - List of specific items within your baggage in English or Turkish (specific brand names like perfume brands, shoe number, clothing with brand mark, book name, etc. if existent). This is necessary in case your baggage label is detached.
 - A picture of the lost baggage (if not available, a similar picture from the internet)
- Corendon Airlines does not take any responsibility for baggage without tags that was not checked-in the name of ticket or boarding card holder.

8.12.2 Damaged Baggage:

- In case of damaged baggage please contact Corendon Airlines Ground Operations Lost and Found Department with the copies of documents given below;
 - Damaged Baggage Report (PIR Report),
 - Flight ticket and boarding card,
 - Baggage tag of the damaged baggage,
 - Pictures of the damage

9 INDEMNIFICATION FOR BAGGAGE

- *Price - 15% for each year of age (current year included).*
- Corendon Airlines is not liable for missing, dirtied or damaged items inside the damaged baggage.
- If the damaged baggage is repaired free of charge, Corendon Airlines will not make any refund to the passenger.
- Corendon Airlines is entitled to request the passenger to forward the irreparable and damaged baggage to the Ground Handling Agency at the passenger's expenses.
- Conform the General Conditions costs made to produce the necessary documents are not paid by the airline.

9.1 Delayed Delivery

- In case of delayed delivery of checked-in baggage, the passenger will be indemnified for obvious indispensable expenses as below:
- If the delay is not due to a force majeure and the missing baggage is still not recovered 72 hours after the claim was made, then Corendon Airlines will pay an advance amount to the passenger.
- In Delayed Baggage; If the passenger offers compensation for his / her essential needs during the period baggage is not found, he/she is obliged to present the receipt / invoice for the said shopping.
- This advance payment will be deducted from the final indemnification payable in case the baggage is definitely lost.

9.2 Lost baggage

- In the event of loss of baggage taken into the cargo section of the aircraft as checked baggage, the compensation process is processed within the national and international obligations.
- If the baggage weight cannot be documented by the passenger, the missing baggage will be considered as maximum 10 kg. Baby strollers, wheelchairs and similar items are subject to the same conditions defined herein and should have been hold baggage.

9.3 Non-responsibility

- Corendon Airlines is not responsible for fragile or perishable items, sports equipment, instruments, items with a special value such as jewelry / money/paintings/carpets/curtains, precious metals, silverware, antiques, heirlooms, computers, personal electronic devices, negotiable papers, medicines, medical items, securities or other valuables, business documents, passports, commercial samples, baggage accepted under the condition of the "Limited Release Tag" (LRT), other identification documents and items which are not permitted to be carried. We strongly recommend all passengers obtain adequate travel insurance cover prior to their journey.
- If there is a Fragile tag or a Limited Release Tag on the baggage, Corendon Airlines is not responsible for damage / loss / delay in the relevant baggage.
- Corendon Airlines does not accept any responsibility for personal belongings misplaced or lost on board the aircraft or in the airport terminal. Any items located on board are forwarded directly to the lost property offices at the airport of destination.
- Corendon Airlines does not take any responsibility for untagged baggage, that was not checked-in in the name of ticket or boarding card holder.

10 PASSENGERS WITH SPECIFIC NEEDS

Special circumstances passengers (SCPs) are not allowed to sit on seats that provide direct access to emergency exits, and attention is paid to the following items in seat allocation:

- It should not prevent cabin crew from performing their duties.
- It should not interfere with access to emergency equipment, or
- It should not interfere with emergency evacuation.

10.1 Sick, Invalid or Handicapped Passenger

- Transport of sick / invalid passengers will only be granted if the passenger is in possession of a written fitness/health report issued by his doctor, or a medical officer at the airport.
- No transportation under any circumstance, will be provided to a person who:
 - Has a contagious/infectious disease, e.g. open tuberculosis, infectious hepatitis, scarlet fever, diphtheria, chickenpox who does not have a medical clearance report
 - Has suffered a heart attack or stroke within the last eight weeks, or had a significant surgery
 - Requires medical assistance by pneumatic or electric apparatus which, for specific reasons, is not allowed on board.
 - Any person under the influence of drugs and alcohol. To such an extent that the safety of the flight may be endangered.
 - is "invalid", unless this person's health condition and fitness to travel is verified and confirmed by a doctor and permission for air travel is granted.
 - is "handicapped", unless this person's health condition and fitness to travel is verified and confirmed by a doctor and permission for air travel is granted.
- If passengers fail to give information regarding their health condition or illness prior to the flight, then they will fly at their own risk and responsibility.

10.2 Passengers with a Mobility Disorder, Disabled

- As holder of the "No-Handicap Airline" certificate, Corendon Airlines avails itself to provide as much as possible good services so that passengers can travel comfortable and safe.
- A passenger with restricted mobility is a person whose mobility is reduced due to physical incapacity (sensory or muscular), an intellectual deficiency, age, illness or any other cause of disability. After completion of the check-in by the ground handling staff, these passengers will be accompanied to/from the aircraft and will be assisted when (de-)boarding.
- Corendon Airlines pays special attention to disabled and handicapped passengers. To facilitate a comfortable and easy travel it is very important that they supply information about their special personal needs and that the necessary arrangements are made in time. At the reservation of their ticket at a travel agency, or online, passengers with restricted mobility should forward full information using The Application Form for Special Request.
- Corendon Airlines needs a minimum of 48 hours to organize the needed assistance. If the application for special needs is put forward less than 48 hours prior to departure time, then assistance cannot be arranged and the passenger cannot travel.

- For safety reasons, disabled passengers and passengers with a mobility disorder are not allowed to sit near the emergency exits.
- If during the check-in procedure, a disabled passenger or a passenger with a mobility disorder received a seat that is not suitable for them, then for safety reasons, the cabin crew will offer the passenger another seat.
- Passengers with a mobility disorder may only be seated in a window seat (A/F). Another seat will only be assigned to the passenger after verification of his physical condition by the check-in staff during the check-in procedure.
- Disabled passengers and passengers with a mobility disorder will not receive a refund if they have booked the wrong seat online, or were assigned the wrong seat at the check-in counter.

10.3 Passengers in Wheelchairs

- Assistance is provided on the ground and in the air to passengers in wheelchairs, in relation to the degree of their disability as described below:
- **WCHR** (Wheelchair – R for Ramp): Passenger with a slight mobility handicap, who needs assistance within the airport building to/from aircraft, but he can use a bus on the apron and can climb stairs independently, needs no assistance in the cabin to/from seat and to/from toilet;
- **WCHS** (Wheelchair – S for Steps): Passenger with a severe mobility handicap, who needs assistance within the airport building to/from aircraft, but cannot use a bus on the apron and is unable to take stairs independently, needs however no assistance in the cabin to/from seat and to/from toilet;
- **WCHC** (Wheelchair – C for Cabin Seat): Passenger is completely immobile, can use passenger seat with back rest in upright position, is unable to overcome distances alone, e.g. in the cabin needs assistance to/from seat and to/from toilets – paraplegia/ hemiplegia, multiple sclerosis, etc. On the request of the passenger, a wheelchair service will be provided free of charge by Corendon Airlines.
- For the transportation of a wheelchair, you must send an application to Corendon Airlines, using the Application Form for Special Requests, after which you will receive a confirmation for transport. This application should reach Corendon at the latest 48 hours before departure.
- The passenger is responsible that the wheelchair, properly packed and ready for transport, is handed over to the check-in counter in time before departure.
- Ground operation personnel does not have the equipment to disconnect the battery or charger from the wheelchair. Transport of a wheelchair is only allowed if the wheelchair is handed over properly dismantled, secured and ready for transport, at the latest 2 hours prior to departure time.
- Battery driven wheelchairs are allowed for transport in the cargo compartment of the aircraft if the non-leakage dry cell accumulator, or the non-leakage gel cell battery is disconnected from the wheelchair, is fixed and secured in a safe way to the wheelchair and if the poles are insulated.
- In case a wheelchair cannot be loaded, stowed, secured and unloaded in an upright position, the accumulator must be removed completely from the wheelchair and checked in separately.

- In such a case, the battery must be packed for transportation in a plastic container or plastic bin to prevent contamination and corrosion of the hold compartment.
- If the passenger is the owner of the wheelchair then transport in the hold compartment is free of charge, even if the baggage of the passenger exceeds the allowed weight.
- Non-leaking dry batteries or gel accumulators will be transported as checked-in baggage if the battery is disconnected, from the wheelchair, is fixed and secured in a safe way to the wheelchair and if the poles are insulated.
- If the conditions are met “scooters” are allowed for transport in the hold compartment. A medical report signed by a doctor is requested. If the medical report is incorrect, or older than one month, Corendon Airlines will charge € 100, - transport costs.
- In the framework of Corendon “No-Handicap Airlines” policy wheelchairs will be carried free of charge if the passenger is dependent on it and the registration is applied in advance. “Scooters” are accepted for transport if two of the dimensions (length, width, height) are shorter than 86 cm, and up-to-date medical report is presented. If the medical report is incorrect or older than one month, Corendon Airlines will charge € 100, - transport costs.
- From wheelchairs with lithium ion batteries, these batteries should be removed and packed in a proper manner for transport inside the cabin.

10.4 Passengers with Hearing Disorder

- Passengers with a hearing disorder are given priority by ground handling staff during check-in and boarding. Small notebooks are available in the cabin for the crew to communicate with the passenger.
- For safety reasons, these passengers cannot occupy aisle and emergency exit seats in the aircraft.

10.5 Passengers with a Vision Disorder

- One-to-one briefings are given by the cabin crew regarding safety rules. In addition, cards with safety instructions in braille are available in the cabin.
- For safety reasons, passengers with a vision disorder cannot occupy aisle and emergency exit seats in the aircraft.
- Guide dogs accompanying vision disorder passengers can travel free of charge in the passenger cabin if the capacity permits. Payment terms for traveling in the cargo section are as stated in 8.8.2.
- If a passenger with a vision disorder is accompanied by a guide dog, then the guide dog may travel in the cabin under the following conditions:
 - The guide dog must accompany a blind passenger who is dependent on the dog.
 - The guide dog should be properly harnessed, muzzled and lined and the relevant equipment should not be removed during flight.
 - The guide dog should sit at the passenger’s feet at a window seat and never at an emergency exits or aisle seat.
 - The guide dog should have valid vaccination papers and travel documents.

10.6 Expectant Mothers

- In the case of a multiple birth, an expectant mother is not accepted for carriage on an aircraft from the 32nd week of the pregnancy.
- As from the 36th week of pregnancy, an expectant mother is not accepted for carriage on an aircraft.
- Expectant mother must inform the check-in staff during check-in procedure of the status of her pregnancy, and should fill out and sign the Form of Indemnity.
- The flight captain is entitled to ask for an up-to-date medical report regarding the physical condition of the pregnant passenger and confirmation of her fitness to travel.

10.7 Unaccompanied Minors

- Unaccompanied children younger than 6 years of age will not be accepted for travel on any flight.
- A Child between 6 and 12 years of age may be accepted for travel on the following conditions:
 - He is accompanied to the airport of departure by an adult, who is authorized by the child's parents or by his legal guardians.
 - The adult delivers the child to the staff at the check-in counter, or to the Travel Agent at the airport of departure, with all necessary travel documents and a Form of indemnity (Discharge of Responsibility or unaccompanied minors under the age of 12), completed and signed by the child's parents or legal guardians.
 - At the airport of arrival, the child is met by the person designated by the parents or the guardians.
 - An unaccompanied minor remains in the escort's/parent's/guardian's care until the moment of embarkation. A staff member will accompany the minor to the aircraft. The escort will be requested to stay at the airport until the aircraft has taken off.
 - UMNR service charge is 25 € one way.

10.8 Emergency Exit Rows

- Passenger who will not hinder, but on the contrary who can assist at an evacuation from the airplane, are seated adjacent to an emergency exit.

10.8.1 Emergency exit rows seats are not allocated to:

- Person with reduced mobility, with an intellectual deviancy, high age, illness or any other cause of disability
- Physical or mental handicapped passenger, who is unable to react and move quickly if asked to.
- Person with vision, or hearing disorder, who is unable to react to instructions for an emergency evacuation.
- Pregnant women
- Unaccompanied minors
- Passengers under the age of 16 years old travelling without their parents
- Passengers travelling with infants and/or children under the age of sixteen years

- Persons whose age / physical size (who need extension belt) can prevent them from moving quickly
- Person in custody, deportees or INAD
- Persons with guide dogs or pets
- Sick and injured passengers
- If the crew suspects that a passenger(s) will not be able to open the exit for a safe evacuation they shall reseat them immediately.

11 FOOD & BEVERAGE ON BOARD

- On Corendon Airlines flights food and drinks are offered for certain prices. Please check with your Travel Agency if they have an agreement for this service concept and if food & beverage is included on your flight. This can differ per tour operator and per airport destination. You can visit ifs@corendon-airlines.com for more information.

12 TAX FREE PURCHASES**12.1 EU COUNTRIES**

- Spirits & Alcoholic Drinks: 22% vol. alcohol: 1 liter spirits, or 4 liters of 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: to € 430, -.

12.2 TURKIYE

- Spirits & Alcoholic Drinks: 22% vol. alcohol: 1 liter spirits and 2 liters of Liquor, (less than 22% vol. alcohol): 4 liters of wine.
- Tobacco: 600 Cigarettes and 100 Cigarillos and 50 Cigars and 250g Tobacco
- Perfume: 5 bottles Perfume or Eau de Toilette (Max. 120 ml each)
- Gifts & Souvenirs: to€ 430, -. According to new regulations the amount for gifts & souvenirs is limited to € 150, - for youngsters under 15 years of age.

Note: These restrictions are subject to changes in the laws of the relevant countries. We advise you to check these rules prior to your departure. In case of problems Corendon Airlines is not liable.

13 CUSTOMER VIEW FORMS/QUESTIONNAIRES

- For Corendon Airlines customer contentment is very important. Therefore, we really value your opinion, comment and suggestions. Your thoughts and experiences are always very precious for us.
- On certain flights we request our passengers to fill out a questionnaire in order to improve our services and offer you a very pleasant and comfortable flight.
- We would appreciate if you could inform us about your opinion, comment and suggestions and complete the customer view questionnaire that you can ask from the cabin crew and after completion return it to them. This form is also available online:
<https://www.corendonairlines.com/support-center/contact>

- If you want to inform us about a request, or a complaint you should send this to us in writing in English, or German, or Dutch, or Turkish language.
- Other conditions may be applicable in addition to those mentioned above. For your specific conditions, please contact your tour operator. We thank you for your attention and wish to welcome you on our Corendon flights soon.

14 PRECAUTIONARY MEASURES IN THE LIGHT OF CORONAVIRUS (COVID-19)

- Certain precautionary measures are implemented on our flights, with the aim of preventing the spread of the virus causing the COVID-19 pandemic and in line with the regulation and guidance by the Turkish Ministry of Health, Turkish Ministry of Infrastructure and Transport, Turkish General Directorate of Civil Aviation and other national and international authorities.
- Additional measures page can be accessed from the link <https://www.corendonairlines.com/about-us/news/for-the-attention-of-international-passengers>

With Kind Regards,

Your Corendon Airlines Team