



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:

Corendon Airlines

Customer Care Department

Güzeloluk Mah.1879 Sok. No: 148,

07200 ANTALYA / TURKEY

FAX: +90 242 324 32 40

customer@corendon-airlines.com

- 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 traveller 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 traveller 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

- **The Right to Refuse Carriage**

- **If a passenger due to his behaviour, 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 behaviour 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;
- **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 45 minutes 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; who are travelling with a music instrument, a precious wedding dress, or another valuable possession and wish to transport their belongings in a comfortable way, can purchase an extra seat. They can request their tour operator, or if the ticket was bought from Corendon, such a request can be submitted to info@corendon-airlines.com.
- On the extra seat a maximum weight of 30 kg may be placed and the dimensions of the baggage should not exceed 110 x 44 x 55 cm.
- The belongings transported on the extra seat should be properly packed to prevent damage to fellow-passengers, the cabin crew or to the goods. Corendon Airlines has the right to refuse any insufficiently packed baggage on the flight.
- Only window seats can be booked as an extra seat to transport special passenger’s belongings.

7. FLIGHT SECURITY

- 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 not be accepted on your transfer flight.
- 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.

- **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

- **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

Booked Baggage



- Passengers (who have bought online an ECO plane ticket), arriving to, or departing from Holland/Belgium and Germany need to pay a transportation fee for all their baggage, hand baggage excluded.
- 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.

Baggage rules for flights to and from Holland:

- These rules are applicable to passengers with a “tour package” or “only seat” ticket.
- In the below schedule the amounts are mentioned for the standard baggage rights for Corendon Airlines Holland (code CHL) flights, arriving to, or departing from Holland:

<u>Website kgs→</u>	<u>0 kg</u>	<u>20 kgs</u>	<u>30 kgs</u>	<u>40 kgs</u>	<u>50 kgs</u>	<u>60 kgs</u>	<u>70 kgs</u>	<u>80 kgs</u>
<u>Airport kgs↓</u>	-	-	-	-	-	-	-	-
<u>0-20 kgs</u>	<u>€ 32</u>	=	=	=	=	=	=	=
<u>21-30 kgs</u>	<u>€ 45</u>	<u>€ 28</u>	=	=	=	=	=	=
<u>31-40 kgs</u>	<u>€ 55</u>	<u>€ 38</u>	<u>€ 25</u>	=	=	=	=	=
<u>41-50 kgs</u>	<u>€ 65</u>	<u>€ 48</u>	<u>€ 35</u>	<u>€ 25</u>	=	=	=	=
<u>51-60 kgs</u>	<u>€ 75</u>	<u>€ 58</u>	<u>€ 45</u>	<u>€ 35</u>	<u>€ 25</u>	=	=	=
<u>61-70 kgs</u>	<u>€ 85</u>	<u>€ 68</u>	<u>€ 55</u>	<u>€ 45</u>	<u>€ 35</u>	<u>€ 25</u>	=	=
<u>71-80 kgs</u>	<u>€ 95</u>	<u>€ 78</u>	<u>€ 65</u>	<u>€ 55</u>	<u>€ 45</u>	<u>€ 35</u>	<u>€ 25</u>	=

Special Baggage

Fee

Bicycle

Weight plus baggage kilos are total fee

Surfboard

Weight plus baggage kilos are total fee



Canoe	Weight plus baggage kilos are total fee
Diving equipment	Weight plus baggage kilos are total fee
Golf equipment	Weight plus baggage kilos are total fee
Inflatable boat	Weight plus baggage kilos are total fee
Body Board/Skying gear	Weight plus baggage kilos are total fee
Paragliding-equipment	Weight plus baggage kilos are total fee
Hang glider	Weight plus baggage kilos are total fee
**AVIH	€ 40,-
**PETC	€ 30,-
** Not applicable	

The maximum baggage limit to buy online is increased to 80 kgs.

Items and equipment, considered as Special Baggage and to which special fees were applicable, can now be booked and paid according to their weight. This new procedure replaces previous arrangements.

Example: A passenger carries one piece of baggage and 1 bicycle. In the old situation, for the weight of the baggage, baggage right was booked and paid and for the bicycle, a transportation fee of € 25,- was paid at the check-in counter. In the new application, the baggage weight and the weight of the bicycle are added together and the passenger buys baggage right for the total weight.

Baggage rules for flights to and from Belgium and Germany:

- For passengers arriving in, or departing from Belgium and Germany (flying with an online purchased ECO ticket) travelling on “non-baggage” flights the below mentioned baggage fees are applicable.



<u>Weight</u>		<u>Online tariff</u>		<u>Airport tariff</u>	
0-20	Kg	€15,-	Per one way	€25,-	Per one way
21-30	Kg	€25,-	Per one way	€40,-	Per one way
31-40	Kg	€32,-	Per one way	€50,-	Per one way
Tariff excess baggage on airport				€ 7,-	per kg

- At the most 40 kg baggage can be booked per passenger. For more baggage the approval of the airlines is necessary.
- Only on flight destinations in Germany babies have +10 kgs of baggage rights.
- 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 Flycorendon.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 6 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 7 kg and 55 x 35 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 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://fly.corendon.com/faq>.



- **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.
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- **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://fly.corendon.com.faq> 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 info@corendon-airlines.com.
 - 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. To do this you can use the Application form for Special Requests, available at corendonairlines.com website.
 - 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.



Bicycle (with battery)	€ 100,-
Bicycle (without battery)	€ 25,-
Scooter	€ 100,-
Surfboard	€ 40,-
Canoe	€ 50,-
Diving Equipment (up to 30 kg)	€ 30,-
Equipmet for sport fishing	€ 25,-
Inflatable Boat (up to 30 kg)	€ 30,-
Body board/Skiing equipment (up to 30 kg)	€ 30,-
Paragliding equipment (up to 30 kg)	€ 100,-
Fire-arms and ammunition (for sport)	€ 50
Hang Glider	Up to 30 kg € 40,- and over 30 kg € 100,-
Golf equipment	Up to 15 kg € 15,- and over 15 kg, per kg € 7,-

- 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 72 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. 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.

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: 7 kg (15 Lb)**
- - **Maximum dimensions: 55 * 35 * 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.

- **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.
- In accordance with the regulations in the destination country Corendon Airlines applies a minimum age of 3 months for the transportation of pets.
- A maximum of 2 pets can travel inside the cabin of Corendon Airlines aircraft, on the condition that one animal weighs not more than 8 kg (including a waterproof cage or travel bag with max. dimensions of 55 x 35 x 25 cm).
- The transportation fee per animal travelling inside the cabin amounts to € 20,- one way. During the reservation of his own ticket, the passenger should request via his travel agency, or online using the Application form for Special Requests, the permission and confirmation from the Airline to transport his pet.
- **Pets heavier than 8 kg are transported in the ventilated hold compartment.**
- Just 4 pets are allowed per flight. If the passenger wants to transport his pet in the hold compartment then, during the reservation of his own ticket, he should notify his travel agency, or online via the Application form for Special Requests, obtain permission and confirmation from the Airline. Also for animals travelling in the hold compartment 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 are required. The fee for animals travelling in the hold compartment is € 40,- for each animal per one way.
- Guide dogs accompanying a blind passenger will be carried free of charge. The guide dog is accommodated with the passenger in the cabin and pet-rules are not applicable.



- 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;
 - the passenger/owner must have all the required health documents and travel papers for the dog.
 - 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.

- **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

- **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.

- 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.



- **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:

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.

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.

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

- **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 aytll@corendon-airlines.com 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, whilst the indemnifications by Corendon Airlines is based on weight of the baggage and is limited to one way flight ticket price.



- 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 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.



- **Lost Baggage:**
 - In case no positive outcome is reached during the search of your baggage, apply to the Corendon Airlines Ground Operations Lost and Found Department with the copies of the following documents:
 - Lost Baggage Report (P.I.R),
 - Flight ticket,
 - Boarding card,
 - Baggage tags evidencing baggage weight,
 - Receipt of extra baggage fee,
 - 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.
 - Corendon Airlines does not take any responsibility for baggage without tags that was not checked-in the name of ticket or boarding card holder.

- **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
 - If your baggage can be repaired a repair invoice in English or Turkish from repair shop,
 - If your baggage is irreparable; a statement (mentioning brand, model and age) in English or Turkish from an authorized repair shop that the original luggage is irreparable and unusable
 - Purchasing invoice of your baggage (if purchasing invoice cannot be presented by the passenger he/she will be refunded at the most half of the purchase price and this amount will not exceed the price of a one way ticket).

9. INDEMNIFICATION FOR BAGGAGE

- The refund for damaged baggage, that was transported in the hold of the plane, cannot be more than a one-way ticket price and is calculated as follows:
 - *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.
 - Refund for damaged items that were packed in the damaged baggage will only be made for items permitted to be carried and supported by documented evidence of purchase or repair (e.g. receipts, invoices).
 - If the ticket price cannot be documented by the passenger, one way ticket will be considered at the discretion of the airline company, or a maximum € 100. Costs to copy the required documents are not covered by Corendon Airlines.
 - 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.
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- **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. The advance amount of the indemnity shall be paid in cash by, or on behalf of Corendon Airlines and will not be more than the equivalent of € 50,-.
 - This advance payment will be deducted from the final indemnification payable in case the baggage is definitely lost.
-
- **Lost baggage**
 - In case of loss of hold baggage, the passenger will be refunded the actual value of the missing baggage, provided it does not exceed € 20,00 per kg for international flights and € 5,00 per kg for domestic ones.



- 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.
- **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.
- 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.
- If the PIR Report is issued on the name of more than one passenger, all of them must sign the Refund Form.

10. PASSENGERS WITH SPECIFIC NEEDS

- **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,
 - - 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.
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- **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.
-
- **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.
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- 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’s “No-Handicap Airlines” policy wheelchairs are transported free of charge. “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.

- **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.

- **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 are carried free of charge by Corendon Airlines. 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.

- **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.

- **Unaccompanied Minors**

- Unaccompanied children younger than 5 years of age will not be accepted for travel on any flight.
- A Child between 5 and 12 years of age may be accepted for travel on the following conditions:
- i. He is accompanied to the airport of departure by an adult, who is authorized by the child's parents or by his legal guardians.
- ii. 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.
- iii. At the airport of arrival the child is met by the person designated by the parents or the guardians.
- iv. 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.
- v. UMNR service charge is 25 € one way.

- **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. Those who could impede the crew in their duties, obstruct access to emergency equipment or impede the emergency evacuation of the airplane must inform the cabin crew.
- 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 travelling with infants and/or children under the age of twelve years
- Persons whose physical size would prevent them to move quickly
- Person in custody and deportees
- Persons with guide dogs or pets
- For safety reasons, the cabin crew or the staff at the check-in counter may occasionally change the seat booked by a passenger.

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

● 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,- .

● 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.
- 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:
<http://www.corendonairlines.com/tr/bize-yazin>
- Or you may reach us at:

Corendon Airlines

Customer Care Department

Güzeloluk Mah.1879 Sok. No: 148,

07200 ANTALYA / TURKEY

FAX: +90 242 324 32 40

customer@corendon-airlines.com

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.

With Kind Regards,

Your Corendon Airlines Team