

PASSENGER RIGHTS

Dear Passengers,

As Atlasglobal we work to provide satisfaction and recognition of our passengers. We prepare our services thinking the smallest details so that you can travel timely, safely and comfortably and enjoy Atlasglobal service quality to its fullest. Nevertheless, there may be unforeseen and undesirable operational disruptions in the aviation sector.

Denied boarding, flight cancellation or postponement cases may occur although you have a confirmed reservation/ticket and have applied to our counters timely for ticket/baggage check-in. In such cases, you can benefit from the rights specified under the "Regulations on the Rights of Passengers Traveling by Air" ("Passenger Rights Regulations").

This brochure has been prepared to give the passengers detailed information about the passenger rights.

Important: We would like to remind that if your contact information is not given or given incorrectly in your reservation record, our airline company can not be held responsible.

Although all measures are taken by our company, if the extraordinary situations* cause the cancellation of the flight, passengers can not benefit from the compensation rights specified.

*Extraordinary Situations: The situations such as political instability, meteorological conditions which are not appropriate for the realization of the relevant flight, natural disasters, security risks, unexpected flight safety deficiencies and strike which affect the operation of the air transportation company performing the flight

Passengers with restricted mobility and the children traveling alone will be provided with the special services they need by our authorized personnel pursuant to Passenger Rights Regulations.

You may send your feedback about the passenger rights to us using the e-mail and postal addresses specified below.

Enjoy your flight,
Atlasglobal

Postal address: Şenlikköy Mah. Yeşilköy Cad.
No: 9/A Florya-Bakırköy, İstanbul
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1. Rights of the Denied Passengers who have Valid Tickets with Approved Reservation Record for Boarding

Except for the denied boarding due to reasonable causes such as health, safety, security, improper travel documents; in the event that a denied boarding is envisaged on a flight, firstly an announcement will be made to find volunteers who are willing to waive their reservations on the relevant flight. The passenger who accepts to volunteer will be entitled either:

- To be refunded for the ticket or to return to the original departure point at the first opportunity, by receiving a voucher within 7 days (maximum) upon the written agreement of the passenger free of charge.
 - To change the route to the final destination under the similar transportation conditions and at the earliest opportunity.
 - To change the route under the similar transportation conditions and according to seat availability at a later date deemed suitable by the passenger.
- In the event that sufficient number of volunteers does not exist, to enable the boarding of the rest of other passengers who have reservations, the boarding of the passengers may be denied beyond their discretion.

In such a case;

Passengers first shall be entitled to receive a compensation at the amount specified in "TABLE 1". For refunding or rerouting rights, one of the following options shall be provided:

- To be refunded for the ticket or to return to the original departure point at the first opportunity, by receiving a voucher within 7 days (maximum) upon the written agreement of the passenger free of charge.
 - To change the route to the final destination under the similar transportation conditions and at the earliest opportunity.
 - To change the route under the similar transportation conditions and according to seat availability at a later date deemed suitable by the passenger.
- The appropriate services in "TABLE 2" below the fifth statement will be offered to the passengers free of charge.

2. The Rights of the Passengers under Regulation on Passenger Rights in case of Cancelled Flights

Passengers may use their selective rights by selecting one of the following rights:

- To be refunded for the ticket or to return to the original departure point at the first opportunity, by receiving a voucher within 7 days (maximum) upon the written agreement of the passenger free of charge.
 - To change the route to the final destination under the similar transportation conditions and at the earliest opportunity.
 - To change the route under the similar transportation conditions and according to seat availability at a later date deemed suitable by the passenger.
- The appropriate services in "TABLE 2" below the fifth statement will be offered to the passengers free of charge.
- Passengers shall be entitled to receive a compensation at the amount specified in "TABLE 1":
- * If they are not informed of the cancellation at least two weeks before the scheduled departure time.
- * As long as they are not informed of the cancellation two weeks to seven days before the scheduled departure time, and not offered a route change which allows them to depart maximum two hours before the planned departure time and to arrive at the final destination maximum four hours after the planned arrival time.
- * As long as they are not informed of the cancellation at most seven days before the scheduled departure time and not offered a route change which allows them to depart maximum one hour before the planned departure time and to arrive at the final destination maximum two hours after the planned arrival time.
- Although all measures are taken by our company, if the extraordinary situations* cause the cancellation of the flight, passengers can not use the compensation rights specified in the table. We would like to remind that if the contact information of the passenger is not given to our airline or given incorrectly in the reservation record, our company can not be held responsible.
- * Extraordinary Situations: It means the situations such as political instability, meteorological conditions which are not appropriate for the realization of the relevant flight, natural disasters, security risks, unexpected flight safety deficiencies and strike which affects the operation of the air transportation company performing the flight.

3. The Rights of Passengers in case of Delayed Flights

*If the delay,

- Is two or more hours for the flights shorter than 1.500 km including 1.500 km and for domestic flight,
- Is three or more hours for the flights between 1.500 and 3.500 (including 3.500 km) kilometers,
- Is four or more hours for the flights longer than 3.500 kilometers as of the scheduled departure time of the flight, passengers shall be entitled to benefit from the services shown in "TABLE 2" free of charge.

*If the expected departure time is on the day or days after the departure time announced before, the passengers shall be entitled to benefit from the services shown in the table below free of charge:

SERVICE TYPE	SERVICE CONTENT
1) Accommodation	When one or more night accommodation required, accommodation in a hotel in a more appropriate accommodation facility
2) Transportation	Transportation between the airport and place of accommodation

*If the delay is at least five hours and the passengers waive the flight, they may be refunded the full ticket price and benefit from the right to be returned to the original departure point free of charge.

4. Upgrading or Downgrading other than Request of the Passenger

- In case the passenger is upgraded, no additional payment shall be claimed.
- In case the passenger is downgraded, the difference between the ticket prices shall be refunded. Additionally, the amount specified in the table below shall be refunded to the passenger within seven days.

a. For all flights of 1.500 km (including) or shorter	30% of the ticket price
b. For the flights between 1.500 and 3.500 km (including 3.500km)	50% of the ticket price
c. For the flights longer than 3.500 km	75% of the ticket price

5. Change of Final Destination Due to Force Majeure

In case the final destination point shown on the ticket is changed by our company due to force majeure and the flight is ended in a different airport, our company shall ensure that the passengers are transported to the final destination shown on the ticket as soon as possible by using the possible means of transportation.

TABLE 1

RIGHT TO COMPENSATION	COMPENSATION AMOUNT*	In case an alternative flight is offered for which the final destination time does not exceed the durations below, 50% of the compensation amount is given
1. For Domestic Flights	100 Euro	2 hours
2. For International Flights		
a. For all flights of 1500 km (including) or shorter	250 Euro	2 hours
b. For the flights between 1500 and 3500 km	400 Euro	3 hours
c. For the flights longer than 3500 km	600 Euro	4 hours

*Calculations will be made by the Turkish Lira equivalent of Euro currency. Republic of Turkey Central Bank selling rate of exchange will be used according to the value at the time of the actual payment.

TABLE 2

SERVICE TYPE	SERVICE CONTENT
1. a. Complimentary Meals	Hot and cold beverages at pre-determined amounts
✓ For delays between 2-3 hours	Breakfast or lunch depending on the time of the day in addition to hot and cold beverages
✓ For delays between 3-5 hours	
✓ For delays of 5 hours and above	Additional hot and cold beverages and additional snack in addition to hot and cold beverages and breakfast or lunch depending on the time of the day
b. Accommodation	Accommodation at a hotel or at an appropriate accommodation facility where one or more than one night accommodation is necessary
c. Transportation	Transportation between the airport and the accommodation place
2. Communication	Two telephone calls, fax messages or e-mail services without time limitation

Besides, special attention will be shown to the people with restricted mobility and their companions along with children traveling alone while fulfilling the services specified above.