

**SunExpress Airlines**  
**Passenger Rights Information**

Dear Guests,

At SunExpress, passenger satisfaction is our top priority. Our entire SunExpress team works with great dedication to ensure your safe and timely arrival at your destination during our flights. However, in the aviation industry, unforeseeable disruptions can occasionally occur. We want you to know that we do our utmost to minimize any inconvenience you may experience due to such situations.

This text has been prepared to provide you with detailed information about your rights. If you have a confirmed ticket reservation and you have checked in at the check-in counter and boarded the aircraft on time, but you have been denied boarding, faced flight cancellations, or experienced flight delays, you may be entitled to rights under the "Regulation on the Rights of Passengers Traveling by Air" ("Passenger Rights Regulation"). We would like to remind you that if you choose not to share your contact information or provide incorrect information, our company cannot be held responsible for such cases.

Passengers with reduced mobility and unaccompanied child passengers (UM) will receive special services from our airport staff as required under the Passenger Rights Regulation.

**In cases of force majeure (especially political instability, adverse meteorological conditions unsuitable for the operation of the relevant flight, natural disasters, security risks, unexpected flight safety deficiencies, and strikes) compensation is not payable for flight disruptions.**

If you believe that your request has not been addressed in accordance with your rights as outlined in this text, we kindly request you to contact us through our Contact Form available at <https://www.sunexpress.com/en/information/help/help-contact/>.

For detailed information about the Passenger Rights Regulation, you can visit the following link: <https://www.sunexpress.com/en/information/passenger-info/passenger-rights/>

Call Center: 444 0 797

Best Regards,

SunExpress Airlines



### Denied Boarding

1- This situation implies that passengers, despite arriving on time with valid documents other than improper travel information, may not be accepted on the aircraft due to overbooking or other reasons within the scope of the Passenger Rights Regulation. In the event of foreseeing non-acceptance on the aircraft, volunteers willing to waive their reservation on the respective flight will be sought first. Passengers who agree to volunteer will be provided with one of the following options:

- Refund of the ticket fare and free transportation to the passenger's initial travel starting point or
- Arrangement of a change in route to the final destination or
- Rescheduling the route at a later date that the passenger deems suitable, under similar transport conditions.

2- If passengers are not accepted on the aircraft against their will, they will be entitled to compensation in the amounts specified in TABLE 1 and, depending on the situation, free access to the services specified in TABLE 2.

### Flight Cancellation

1-In the event of a flight being canceled within the scope of the Passenger Rights Regulation, affected passengers will be provided with one of the following options:

- Refund of the ticket fare and free transportation to the passenger's initial travel starting point,
- Arrangement of a change in route to the final destination,
- Rescheduling the route at a later date that the passenger deems suitable, under similar transport conditions.

2- Under the Passenger Rights Regulation, passengers will be entitled to compensation in the amounts specified in TABLE 1 under the following conditions:

- Passengers who have not been informed of the cancellation at least two weeks before the planned departure time,
- Passengers who have not been offered a change of route that allows them to depart up to two hours before their planned departure time and arrive at their final destination up to four hours after their planned arrival time, if they have not been informed of the cancellation between two weeks and seven days before the planned departure time,
- Passengers who have not been offered a change of route that allows them to depart up to one hour before their planned departure time and arrive at their final destination up to two hours after their planned arrival time, if they have not been informed of the cancellation less than seven days before the planned departure time.

3-Depending on the situation, they will also be entitled to free access to the services specified in TABLE 2.

### Flight Delay

1-From the scheduled departure time by our company;

- For flights shorter than 1500 kilometers (including 1500 km), a delay of two hours or more,
- For flights between 1500 and 3500 kilometers, a delay of three hours or more,
- For flights longer than 3500 kilometers, a delay of four hours or more,

In the case of delays, passengers will have the right to avail themselves of the services specified in TABLE 2 free of charge. In accordance with the circumstances, passengers may be entitled of the rights delineated in the TABLE 1.

2-When the delay is at least five hours, passengers will have the right to receive a full refund of the ticket fare and free transportation to the initial travel starting point, provided they choose to cancel the flight.

- Route changes will be made without charging a fee to passengers, considering the validity of the ticket, without changing the final destination, and without time restrictions, taking into account the availability of empty seats. Passengers must accept the first flight offered by the operator to avail themselves of accommodation rights.

Flights	Compensation*
(a) Flights not exceeding 1500 km (1500 km included)	250 €
(b) Flights between 1500 – 3500 km.	400 €
(c) Flights longer than 3500 km	600 €
(d) For Domestic Flights	100 €
*In the event that passengers are offered an alternate flight which does not exceed the planned arrival time the reservation of which is made 2 hours for (a), 3 hours for (b), and 4 hours for (c), the compensation envisaged will be reduced by 50%.	
*There is no entitlement to compensation for domestic flight delays	

TABLE 1

Service Type	Services
<b>(a) Meal and Refreshment</b>	
- Delays between 2 and 3 hours	Hot and cold beverages at reasonable amounts
- Delays between 3 and 5 hours	Breakfast or lunch depending on the time of the day in addition to hot and cold beverages.
- Delays for 5 hours and more	Additional hot and cold beverages and an additional snack in addition to hot and cold beverages and breakfast or lunch depending on the time of the day
<b>(b) Accommodation</b>	One or more than one night's accommodation is necessary, accommodation at a hotel or at an appropriate accommodation facility.
<b>(c) Transfer</b>	Transfer between the accommodation and airport
<b>(d) Communication</b>	Two telephone conversations, fax messages or e-mail services without any time limitation may be offered

TABLE 2



