

COMPENSATION PAYMENTS

Under the Regulation on the Rights of Passengers Traveling by Airline (SHY-PASSENGER), except in extraordinary circumstances, if the flight is cancelled, the passenger is denied boarding because of overbooking, or the following conditions occur, passengers shall be entitled to compensation, if:

- They are not informed on the cancellation at least two weeks prior to the scheduled departure time;
- They are not notified of the cancellation between two weeks and seven days before the scheduled departure time, and they are not offered an alternative route that allows them to depart no more than two hours before the originally scheduled departure time and arrival at the final destination no more than four hours after the originally scheduled arrival time;
- They are not notified of the cancellation less than seven days before the scheduled departure time and are not offered an alternative route that allows them to depart no more than one hour before the originally scheduled departure time and arrival at their final destination no more than two hours after the originally scheduled arrival time.

In the event of flight delays because of technical and operational reasons, and if the passenger reaches their scheduled final destination with a delay of three hours or more, compensation shall be paid.

Within the scope of SHY-PASSENGER, if a passenger misses a connecting flight because of the delay of one of the previous flights and there is no force majeure, all services listed under the flight cancellation section shall be provided, and compensation shall be paid to the passenger within the scope of flight cancellation.

In cases of denied boarding or flight cancellation, the distance calculation shall be based on the scheduled final destination.

In cases where passengers are offered an alternative flight to their final destination that does not exceed the originally scheduled arrival time of the booked flight by more than two hours for flights up to and including 1,500 kilometers, three hours for flights between 1,500-3,500 kilometers (including 3,500 km), and four hours for flights longer than 3,500 kilometers, and a change of route to their final destination is offered, compensation amounts shall be reduced by 50%.

In case of extraordinary circumstances (meteorological conditions, natural disasters, security risks, unexpected flight safety deficiencies, situations such as strikes and political instability), no compensation shall be paid for flight disruptions.

In cases of disruptions giving rise to the right to compensation:

For domestic flights, passengers shall be entitled to a compensation amounting to 100 Euros.

For international flights, passengers shall be entitled to:

- 250 Euros for flights up to and including 1,500 kilometers,
- 400 Euros for flights between 1,500 and 3,500 kilometers, and
- 600 Euros for flights longer than 3,500 kilometers.

When calculating the Turkish Lira equivalent of the compensation claims, the exchange rate of the Central Bank of the Republic of Türkiye on the payment date shall be taken as the basis.



PASSENGER RIGHTS

Dear Passengers,

Under the Regulation on the Rights of Passengers Traveling by Air of the General Directorate of Civil Aviation, you may be entitled to compensation and service rights, in the event of denied boarding, delay, and flight cancellation. In addition to that, in case that your flight is delayed by at least two hours, you may benefit from the service rights specified in the regulation depending on the duration of the delay.

Within the scope of the Regulation on the Rights of Passengers, our staff shall provide special assistance to passengers with reduced mobility and unaccompanied minors who may require additional support.

We would like to remind our passengers that our company cannot be held responsible, in cases where our passengers do not provide contact information at all or provide incorrect contact information either during the booking process or when requested by our company at a later stage.

Our passengers with confirmed bookings and tickets on AJet flights can utilize our services detailed in the below tables, in the event of flight disruptions, provided that they have applied for pre-flight check-in at least 60 minutes before the departure time for international flights and 45 minutes before the departure time for domestic flights.

Passengers who are denied boarding for reasons such as health, safety, security concerns, and improper travel documents are not covered under these service provisions.

You can submit your feedback to us by completing the "Notification Form" in the Passenger Rights section of our website at www.ajet.com or by contacting us via the address, telephone number, or fax number written below.

Address: Girne Mah. Narlıdere cad. No: 55 İç kapı No: 1 Maltepe /İstanbul

Telephone Number: +90 850 333 2538

Social Media: Our Instagram [ajet](https://www.instagram.com/ajet), X (@AJ_Destek), Facebook AJet, and LinkedIn AJet accounts.

For further information, please visit the addresses www.ajet.com and www.shgm.gov.tr

DELAYED FLIGHT

In the event of a flight delay, the services specified in the below table shall be provided depending on the waiting time.

Services	Between 16 minutes and 1 hour	Between 1 hour and 2 hours	Between 2 and 3 hours	Between 3 and 5 hours	5 hours and more
Free Reservation / Route Change*			Domestic flight¹	Domestic flight¹	Domestic-International flights²
Ticket Refund**					√
Free and without time limitation (twice) Telephone Call, Fax, E-mail			√	√	√
Hot/Cold Beverage			√	√	√
Light Snacks					√
Main Meal (depending on the time of the day)				√	√
Accommodation and Transportation Service (between the airport and accommodation facility)	Accommodation services shall be provided in cases where one or more overnight accommodation is required. Transportation service between the accommodation facility and the airport shall be provided free of charge. In cases where entry into the country cannot be ensured because of border check regulations, the passenger shall be kept waiting in the sterile (transit) lounge or service shall be provided depending on the hotel facilities available at the airport.				
Compensation	Please refer to the Compensation Payments section.				

*If the changes affect the passenger’s travel plans, changes to other flights on the same ticket shall also be made free of charge.
¹A free change can be made once, within -1/+3 days of the original flight date, to the same destination or the nearest airport to the original destination on our flight network, from among the 3 closest airports.
²A free change can be made once, with a flight date within the validity period of the original ticket, to the same destination or the nearest airport to the original destination on our flight network (as long as the alternative airport is not located more than 1000 KM away), from among the 3 closest airports.
** For ticket refund procedures, please consult with the ticket sales offices for detailed information.

DISRUPTION OF CONNECTING FLIGHT/CHANGE OF FINAL DESTINATION

In the event that because of various reasons in travels that continue to more than one destination on the same ticket, the connection is disrupted or that the destination is changed for a mandatory reason, and the flight ends at a different airport, the passenger's journey shall be arranged on the next available flight. The services specified in the table below shall be provided depending on the waiting time between the actual arrival time of the disrupted flight and the departure time of the alternative flight.

Services	Between 16 minutes and 1 hour	Between 1 hour and 2 hours	Between 2 and 3 hours	Between 3 and 5 hours	5 hours and more
Free Reservation / Route Change*	√	√	√	√	√
Ticket Refund**	√	√	√	√	√
Free and without time limitation (twice) Telephone Call, Fax, E-mail			√	√	√
Hot/Cold Beverage			√	√	√
Light Snacks					√
Main Meal (depending on the time of the day)				√	√
Accommodation and Transportation Service (between the airport and accommodation facility)	Accommodation services shall be provided in cases where one or more overnight accommodation is required. Transportation service between the accommodation facility and the airport shall be provided free of charge. In cases where entry into the country cannot be ensured because of border check regulations, the passenger shall be kept waiting in the sterile (transit) lounge or service shall be provided depending on the hotel facilities available at the airport.				
Transportation Fee (for alternative vehicles)	Transportation from the diversion point to the final destination shall be provided with various means of transport, with the transportation cost covered. No refund shall be made for the airline ticket for passengers who are provided with transportation using various vehicles.				
Compensation	Please refer to the Compensation Payments section.				

*Free booking / track changes are made to the nearest point in accordance with the kilometer scale (0-1500 km / 1500-3500 km / 3500 km and above). In cases where the changes affect the passenger’s travel plan, the changes are also made free of charge for other flights on the same ticket.
** For ticket refund procedures, please consult with the ticket sales offices for detailed information.

FLIGHT CANCELLATION

In case of flight cancellation, the services specified in the below table shall be provided.

Services	Between 16 minutes and 1 hour	Between 1 hour and 2 hours	Between 2 and 3 hours	Between 3 and 5 hours	5 hours and more
Free Reservation / Route Change*	√	√	√	√	√
Ticket Refund**	√	√	√	√	√
Free and without time limitation (twice) Telephone Call, Fax, E-mail			√	√	√
Hot/Cold Beverage			√	√	√
Light Snacks					√
Main Meal (depending on the time of the day)				√	√
Accommodation and Transportation Service (between the airport and accommodation facility)	Accommodation services shall be provided in cases where one or more overnight accommodation is required. Transportation service between the accommodation facility and the airport shall be provided free of charge. In cases where entry into the country cannot be ensured because of border check regulations, the passenger shall be kept waiting in the sterile (transit) lounge or service shall be provided depending on the hotel facilities available at the airport.				
Transportation Fee (for alternative vehicles)	Passengers are offered transportation from/to the departure/destination point(s) shown on their original ticket to the departure/destination point(s) on the alternative flight.				
Compensation	Please refer to the Compensation Payments section.				

*Free booking / track changes are made to the nearest point in accordance with the kilometer scale (0-1500 km / 1500-3500 km / 3500 km and above).
** For ticket refund procedures, please consult with the ticket sales offices for detailed information.

DENIED BOARDING

The passengers who are denied boarding because of overbooking despite having a confirmed and valid ticket shall be provided with the services specified in the below table.

Services	Between 16 minutes and 1 hour	Between 1 hour and 2 hours	Between 2 and 3 hours	Between 3 and 5 hours	5 hours and more
Free Reservation / Route Change*	√	√	√	√	√
Ticket Refund**	√	√	√	√	√
Free and without time limitation (twice) Telephone Call, Fax, E-mail			√	√	√
Hot/Cold Beverage			√	√	√
Light Snacks					√
Main Meal (depending on the time of the day)				√	√
Accommodation and Transportation Service	Accommodation services shall be provided in cases where one or more overnight accommodation is required. Transportation service between the accommodation facility and the airport shall be provided free of charge. In cases where entry into the country cannot be ensured because of border check regulations, the passenger shall be kept waiting in the sterile (transit) lounge or service shall be provided depending on the hotel facilities available at the airport.				
Compensation	Please refer to the Compensation Payments section.				

*Free booking / track changes are made to the nearest point in accordance with the kilometer scale (0-1500 km / 1500-3500 km / 3500 km and above).
** For ticket refund procedures, please consult with the ticket sales offices for detailed information.