

PASSENGER RIGHTS

Dear Passengers,

In accordance with Regulations on Rights of Passengers traveling by air (SHY-Passenger) of Civil Aviation General Directorate; in case of denied boarding, flight cancelation or in case of delay of flight for at least two hours, you can benefit from Southwind Airlines envisaged rights regarding the compensation and service system.

Within the Passenger Rights Regulation, special services will be provided to our passengers with reduced mobility and our child passengers which are traveling alone.

We would like to remind you that our airline shall not be held liable in the event that our passengers fail to provide their contact details as requested by our airline either during the reservation, or subsequently, or if they provide such details inaccurately.

Any passengers, who are not admitted to the flights due to such reasons as medical condition, safety, security and inappropriate travel documents, are excluded from the scope of the services to be offered.

No compensation shall be paid to the passengers in respect of flight irregularities in case of any extraordinary circumstances (meteorological conditions, natural disasters, security risks, unforeseen deficiencies in terms of flight safety, cases such as strike, political unrest and etc.)

All passengers of Southwind Airlines with confirmed reservations and tickets who apply to the check-in 60 minutes before the departure time can benefit from all our services within the scope of Passenger Rights Regulations.

You can send your feedback via the crm@southwindairlines.com customer relations e-mail address specified on our website www.southwindairlines.com or via our contact number below. For detailed information, you can visit www.southwindairlines.com and www.shgm.gov.tr.

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1- DENIED BOARDING

A. On flights operated by Southwind Airlines, except where there are reasonable grounds for refusing to board the flight for reasons such as health, safety, security or improper travel records, in case of being denied boarding even though he/she has a valid ticket with a confirmed reservation record or if they are not accepted to the flight due to oversupply, first of all, volunteers who will waive the relevant expedition will be sought. Necessary information will be given to our passengers who accept to be volunteers by the Southwind station officer or the authorized ground handling company officer. In addition, volunteers will be offered one of the following:

- (a) Refund of the ticket price and free transportation of the passenger to the travel starting point.
- (b) Changing the route to the final destination.
- (c) Changing the route under similar transport conditions at a later date that the passenger deems appropriate.

B. In the event that the boarding of the passengers is denied involuntarily:

- (a) Our Passengers will be provided with Compensation in the amounts stated in TABLE 1
- (b) Based on the circumstances, services stated in TABLE 2 will be provided free of charge.
- (c) For the refund of ticket amount or route change one of the following options will be provided:
 - (i) Refund of the ticket price and free transportation of the passenger to the travel starting point.
 - (ii) Changing the route to the final destination.
 - (iii) Changing the route under similar transport conditions at a later date that the passenger deems appropriate.

2- FLIGHT CANCELATION

Terms and conditions for compensation and services in the event of a flight cancellation for passengers holding confirmed reservations for Southwind Airlines is state in TABLE 1 and TABLE 2.

A. If the passengers whose flight has been cancelled within the scope of the Passenger Rights Regulation are informed about the cancellation:

- (a) Based on the circumstances, services stated in TABLE 2 will be provided free of charge.
- (b) Refund of the ticket price and free transportation of the passenger to the travel starting point.
- (c) Changing the route to the final destination.
- (d) Changing the route under similar transport conditions at a later date that the passenger deems appropriate.

B. In accordance with Regulation on Passenger Rights, our passengers have the right to receive compensation in the amounts specified in TABLE 1 if the following conditions are met.

- (a) if passengers were not informed about the cancellation at least two weeks before the planned departure time.
- (b) if passengers were not informed about the cancellation between two weeks and seven days before the planned departure time and not offered a route change which allows them to depart a maximum of 2 hours before the planned departure time and arrive a maximum of four hours from the planned arrival time.
- (c) if passengers were not informed about the cancellation at least seven days before the planned departure time and not offered a route change which allows passengers to depart a maximum of 1 hour before the planned departure time and arrive a maximum of two hours from the planned arrival time.

Passengers will be informed about the cancellation and alternative transportation routes by our airline will be provided.

If our airline can prove that despite all the measures taken, the states of emergency caused the flight cancellation, compensation payment will not be paid to the passengers. Passengers cannot benefit from the compensation rights specified in this article. Also if passengers fail to provide their contact details as requested by our airline either during the reservation, or subsequently, or if they provide such details inaccurately our airline shall not be held liable.

3- FLIGHT DELAY

Terms and conditions for compensation and services in the event of a flight delay for passengers holding confirmed reservations for Southwind Airlines is state in TABLE 1 and TABLE 2.

- A. In case there is an expectation of delay by our airline from the scheduled departure time of the flight for the periods specified in the following conditions, our passengers will be offered with meal and communication service and following rights according to the time and km will be provided:
 - (a) Passengers will be provided with services stated in Table2, (a) and (d) free of charge if delay not exceed two or three hours for flights not exceeded 1500 kilometres (including 1500 km).
 - (b) Passengers will be provided with services stated in Table2 , 1(a) and 4(d) free of charge if delay exceed three hours for flights between 1500-3500 kilometres.
 - (c) Passengers will be provided with services stated in Table2 , 1(a) and 4(d) free of charge if delay exceed four hours for flights more than 3500 kilometres.
- B. Our passengers will be provided with the services stated in the Table 2, free of charge, if the expected time of departure is within the day or days after the announced time of departure. If the expected departure time is within the day or days after the previously announced departure time, our passengers will have the right to benefit from the services specified in Table2, 2 (b) and 3 (c) free of charge.
- C. If delay is at least five hours full ticket fare will be refunded to the passenger and a return flight to a first point of departure will be organized free of charge.
- D. If the passenger is placed in a service class lower than the service class in which the ticket was purchased, for flights of 1500 km or less, the difference between the ticket prices is refunded and 30% of the ticket price is paid to the passenger. For flights between 1500 km; refund of the difference between ticket prices and 50% of the ticket price, for flights longer than 3500 km; The refund of the difference between the ticket prices and 75% of the ticket price is paid to the passenger. If the passenger is placed in a service class higher than the service class in which the ticket was purchased, no additional payment can be requested.

TABLE 1

	INTERNATIONAL FLIGHTS COMPENSATION CONDITIONS	COMPENSATION AMOUNT
(a)	Flights not exceeding 1500 km (1500 km included)	250 Euro
(b)	Flights between 1500 – 3500 km	400 Euro
(c)	Flights exceeding 3500 km	600 Euro

* 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 2 (a), 3 hours for 2 (b), and 4 hours for 2 (c), the compensation envisaged will be reduced by 50%.

TABLE 2

	SERVICE TYPE	SERVICE CONTENTS
1	(a) Catering	
	(i) delays between 2-3 hours	Hot and cold beverages at reasonable amounts
	(ii) delays between 3-5 hours	Breakfast or lunch depending on the time of the day in addition to hot and cold beverages.
	(iii) 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
2	(b) Accommodation	One or more than one night's accommodation is necessary, accommodation at a hotel or at an appropriate accommodation facility
3	(c) Transfer	Transfer between the accommodation and airport
4	(d) Communication	Two telephone conversations, fax messages or e-mail services without any time limitation may be offered