



General Conditions of Carriage

Dear Passenger!

First of all we would like to wish you a pleasant flight with Corendon Airlines! Following information has been prepared for you to answer any kind of questions you may have concerning your flight with Corendon Airlines. For further information, any advice or claims please contact:

Corendon Airlines
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FAX: +90 242 324 32 40
customer@corendon-airlines.com

By purchasing your ticket you accept that 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. Corendon Airlines operations and flights are conducted in compliance with relevant national and international regulations. Should there be any conflicts between these regulations and the sales conditions defined here, the relevant national/international regulation applies.

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Article 1 : Before flight:

- Please reconfirm your flight through your Travel Agency one day in advance and check if there is any change on 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 destination.
- Check-in desks are closed 45 minutes before the scheduled departure of the flight. Passengers who present themselves after check-in 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 form of photographic ID at check-in on all flights (children and babies as well). For visa requirements you should contact your travel agent or your national embassy or consulate. Passengers are responsible for obtaining all required travel documents and for complying with all laws, regulations, orders, demands and travel requirements of countries to be flown from, into or through which he transits.
- Please note that Corendon Airlines is authorized to take the digital or hard copies of passports, visas or other personal documents.
- When you check in, you will be issued with a boarding pass, which indicates the boarding gate, boarding time and your seat number. Passengers without boarding pass will not be accepted to board the aircraft.
- Corendon Airlines may charge a fuel surcharge from 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 realize that flight through another air carrier.
- All Corendon Airlines flight aircraft are non-smoking flights.

- Our passengers may reserve more leg space seats on the 1st rows or exit rows against a payment of 15€ on flights departing from West European countries (Netherlands, Belgium, Denmark, France, Germany, Italy, Poland, Estonia, Norway, Sweden, Finland) and from East European & Middle East countries (Iran, Israel, Kosovo, Romania) including one soft drink.

Article 2: Security measures:

General:

- We recommend you to limit quantities to what you may need in the cabin for the duration of the flight.
- When possible, put liquids 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 traveling to the airport at the security point.
- 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 will have to be removed ready to be screened and metal items including wallets will be placed in plastic trays and scanned separately.
- If you are carrying a Laptop or any other large electrical item within your cabin luggage 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 final 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.

Liquids:

Passengers may carry small quantities of liquids, but only within separate containers each of which with a capacity not greater than 100 ml.

These containers must be brought to the airport contained in a single, transparent, re-sealable plastic bag, which itself must not exceed 1 liter in capacity (approximately 20 cms x 20 cms). The contents of the plastic bag must fit comfortably and the bag sealed. Each passenger may carry only one such bag of liquids.

The bag must be presented for examination at the airport security point.

Liquids that can not be placed inside the re-sealable bag must be packed into the hold luggage and checked in. Liquids of any amount can still be carried in luggage checked into the aircraft hold.

Remember that 'Liquids' includes:

- All drinks, including water, soup, syrups
- Creams, lotions, oils, perfumes, mascara etc
- 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 may be permitted in larger quantities above the 100 ml limit, but will be subject to the authentication that is already currently required.

Each passenger is restricted to carrying only one item (in addition to the re-sealable liquids bag) through the airport search point.

Pushchairs, walking aids and wheelchairs are permitted.

Laptops / electrical items:

Laptops and other large electrical items (e.g. a large hairdryer) will still have to be removed from cabin baggage and screened separately. A laptop bag will be regarded as your one item that is allowed in the cabin.

Oversize items:

All items of luggage which do not fit in the permitted cabin baggage size must be checked in to be placed in the aircraft hold. Musical instruments will, as an exception, be allowed as a second item of cabin baggage, but will need to be screened and passengers should check with their airlines if special arrangements (e.g. purchasing an extra seat) for these large instruments will be required.

Article 3: Baggages

i. General:

- a. Free baggage allowance per passenger, excluding cabin baggage is 20 kg for all Corendon Airlines flights. Infants under 2 years are not entitled to a free baggage allowance.
- b. Articles such as umbrellas, walking sticks, parcels, etc may not be attached to checked baggage because they may cause damage.
- c. Fragile articles to be transported as a checked baggage must be adequately packed, otherwise, they will be refused. Corendon Airlines assumes no responsibility for such articles.
- d. In addition to said free baggage allowance, a passenger may carry free of charge the articles called “personal effects” which are listed in the following article.
- e. A guide dog when accompanying a blind passenger is considered as personal effect. The weight of other accompanying pets including their crates will be considered as excess baggage even though the passenger does not carry baggage above the free baggage allowance.
- f. Excess baggage will be charged, when the given free baggage allowance is exceeded.

Following excess baggage rates are applied:

Route	Excess Baggage Fee	
All international flights	<i>One-Way From East Europe & Middle East (Iran, Israel, Kosovo, Romania)</i>	<i>One-way From West Europe (Netherlands, Belgium, England, France, Germany, Estonia, Italy, Spain, Finland, Norway, Poland, Denmark, Sweden,)</i>
	5 Euro per kg	7 Euro per kg

g. Following sums per piece will be charged to the passenger for the following items, provided that they have been booked and confirmed by Corendon Airlines.

Bicycle	25.00 €
Surfboard	40.00 €
Canoe	50.00 €
Diving Equipment	30.00 €
Inflatable Boat	30.00 €
Bodyboard/Skiing equipment	30.00 €
Paragliding Equipment	70.00 €
Hang Glider	Up to 30 kgs 40 €, over 30 kgs 70 €
Golf	Up to 10 kgs free, over 10 kgs 7 €/per kg

h. Excess baggages can and will only be accepted after payment.

ii. Collection and delivery of baggage

- (a) It is the passenger's responsibility to collect his baggage as soon as it is available for collection at places of destination or stopover. Should the passenger not collect it within a reasonable time, Corendon Airlines may charge the passenger a storage fee.
- (b) Only the bearer of the baggage identification tag delivered at the time the baggage was checked is entitled to collect his baggage.

iii. Specific Items/Articles As/In Baggage

The following items are occasionally carried by passengers as / in baggage and these items are accounted against the passenger's free baggage allowance.

- **Ammunition** only small caliber ammunition for hunting and sporting guns in small quantities may be carried in the checked baggage only (NOT as/in hand baggage).
- **Bicycle** acceptable as checked baggage, if pedals are turned inside and handle is turned parallel to frame.
- **Diving equipment** bottles for compressed air can only be accepted for carriage as checked baggage if completely deflated the passenger will be requested to demonstrate this.
- **Golf equipment** will be carried within the free baggage allowance. 1 bag with max. 10 kg's per passenger is allowed free of charge.
- **Oxygen apparatus** can not be accepted for carriage. Corendon Airlines will provide an oxygen supply to a passenger during a flight when needed. Special requests are subject to Corendon Airlines confirmation.
- **Prams/Buggies** Acceptable for carriage, if folded and tied to prevent unfolding.
- **Radio receiver** Acceptable for carriage, but must not be operated during flight.
- **Wet cell batteries** cannot be accepted for carriage as baggage.
- **Wheelchairs** will be carried free of charge if the passenger is dependent on it. If the wheelchair is battery driven, acceptance is permitted with dry or non-spill able battery only.

iv. Personal Effects

Personal effects comprise all articles which the passenger can transport in the cabin without being tagged and weighed. These articles will not be registered on the ticket and the passenger himself is responsible for them. Only the items herein mentioned will be considered as personal effects. All other kind of articles shall be handled as baggage.

- Lady's handbag, or pocket book
- Reading matter for the flight
- Overcoat, blanket, or wrap
- Umbrella or walking stick
- Small camera and/or binoculars
- Infant's carrying basket
- Fully collapsible invalid's wheelchairs and/or prosthetic devices for passenger's use

v. Cabin Baggage

Cabin Baggage comprises 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) and he/she is responsible for such baggage. The conditions under which these are accepted in the cabin are:

- Maximum Weight : 6 kg (11 Lb)
- Maximum dimension : 45 * 35 * 15 cms (18 * 14 * 6 inches)

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 above mentioned limitations will be accepted like 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 in order to preserve it from damage.

vi. Dangerous Goods

a. The transportation of dangerous goods on CORENDON AIRLINES aircraft is only permitted in accordance with the "IATA Dangerous Goods Regulations"

b. Dangerous Goods must be:

i. Clearly marked and labelled with appropriate labels

- ii. Checked for damaged and leakage prior to loading in the cargo compartment
- iii. Treated and loaded with utmost care to avoid any damage to persons or goods
- iv. Handled according to any special handling instruction indicated on the package e.g. arrows 'This Way Up etc.'
- v. Loaded and secured in the Cargo Compartment to avoid any movement of the package during flight
- vi. Checked for damage and leakage after unloading of the aircraft

c. Dangerous Goods must never be carried in the passenger cabin or cockpit!!

d. Dangerous goods must not be carried as, within or as part of passengers baggage (checked and hand baggage), except those items and quantities listed under (f) below.

e. As a rough guidance, following items are to be considered as "dangerous goods" which must not be carried as/in checked and hand baggage. However the IATA Dangerous Goods Regulations are the

f. Obligatory document for a true definition of such items and be referred to whenever goods are transported.

i. Briefcases and attaché cases with installed alarm devices

ii. Compressed gases (flammable, non- flammable, poisonous) such as camping gas and spray cans (other than the kinds and the quantities listed under B. Below

iii. Corrosive materials (such as acids, alkalis and wet cell batteries) etiological agents

iv. Explosives, ammunition, fireworks and flares

v. Flammable liquids and solids (such as lighter or heating fluids/fuels; matches, varnish diluent and other articles which are easily ignited

vi. Irritating materials

vii. Magnetized material

viii. Oxidizing materials (such as bleaching powder and peroxides)

ix. Poisons (eg. mercury)

x. Radioactive materials

g. The following items may be carried as/in baggage (checked and hand baggage as indicated)

i. Medicinal and toilet articles, which are necessary or appropriate during the journey such as hair, sprays, perfumes and medicines containing alcohol. These may be carried in hold or cabin baggage when the total net capacity of all packages used by the passenger for these articles does not exceed 2 kgs or 2 liters (75 avoirdupois or fluid ounces)

ii. Dry ice used to pack perishables, as carry-on baggage only and exceeding 2, 5 kgs (5 lbs.) per passenger

iii. Alcoholic beverages up to 5 liter

iv. Small oxygen cylinders for medical use and small carbon dioxide gas cylinders for the operation of mechanical limbs

v. Small arms ammunition-excluding those with explosive or incendiary projectiles-for hunting or sporting purposes, as checked baggage only not exceeding 5 kgs Per passenger

vi. Personal smoking materials carried on the person, including gas lighters containing liquid petroleum gas, But excluding lighters with flammable liquid reservoirs and any type of lighter refills (gas or liquid)

vii. Services items, technical items.

Passengers with firearms must check in at least 90 minutes prior to the scheduled time of departure.

ix. Electronic Devices

a. Electronic devices that must be kept switched off during the whole flight are as follows:

- Mobile phones
- Radiophones
- CD. Players
- Remote controlled toys
- Laptop printers
- CD ROM Drive(Laptops)
- Radios
- Mini TV sets

b. Electronic devices than can be used during cruise flight only are as follows:.

(After Takeoff - Before Landing only)

- Laptop Computers (only without CD ROM drivers)
- Walkman
- Game boys
- Video cameras

Article 4: Baggage Irregularities

a. General:

- First of all we would like to apologize on behalf of the ground handling agency for any baggage irregularity like damage, delay or loss during any Corendon flight. In this case please contact immediately to 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 damage to or loss of baggage must be carried out immediately upon arrival at the airport of destination. Claims presented later should be in writing within seven (7) days from the date of receipt of baggage (in the case of damage) and in case of delayed delivery the complaint must be made at latest within twenty-one (21) days from the date the baggage was delivered.
- If the baggage is received without complaint, this is evidence that same has been delivered in good conditions.
- Since in the majority of cases settlements by private insurance companies are more advantageous to passengers please contact them in the first instance, as they are based on value, whilst a great deal of the indemnifications by Corendon Airlines is based on weight and limited at most on one way flight ticket price. To obtain the document for requested one way per person ticket price is under the passenger's responsibility. If the ticket price cannot be documented by the passenger, one way ticket will be considered as maximum €100.
- To help us process your claim quickly, please enclose a copy of the Property Irregularity Report provided to you at the airport when you made your report for delay or damage, along with your baggage ID tag, boarding card and copies of any relevant receipts. We strongly recommend that passengers retain all original receipts applicable to their baggage claim. All of the requested documents and statements have to 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 items, items having a special value such as jewellery / money, precious metals, computers, personal electronic devices, negotiable papers, securities or other valuables,

business documents, medical documents, passports, samples, other identification documents and items which are not permitted to be carried.

- Also Corendon Airlines will not accept responsibility for the damage or loss of protruding parts such as wheels, feet, locks, straps, pull handles, or other items that are attached to baggage, or items lost as a result of badly packed or over-packed baggage as well as cuts, scratches, scuffs, dents and marks.
- Corendon Airlines do 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 is not liable for incidences within the cabin which happen to passengers' belongings during the flight, until it is due to gross negligence of Corendon Airlines..

Please also note that complaints/claims will only be accepted in the English or Turkish language.

Corendon Airlines is not liable for;

- i. Loss of baggage checked in pool (except for families /couples traveling together),
- ii. Damage to 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,
- iii. Forwarding expenses of the found baggage to the passenger or transfer expenses of the passenger in order to pick up the baggage, as Corendon Airlines is just obliged to manage that the missing baggage is sent to the airport which is indicated on the baggage identification tag and the passenger has to pick up his baggage himself at this airport. If the passenger does not want to pick up the baggage himself and ask 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,
- iv. Bank remittance fees while transferring the refund.

b. Lost Baggage:

In case no positive outcomes reached during the search of your baggage, apply to the Corendon Airlines Customer Care Department with the copies of documents given below;

- Lost Baggage Report (P.I.R),
- Flight ticket and boarding card;
- Baggage tags evidencing baggage weight,
- Receipt of extra baggage fee,
- Document evidencing flight ticket price, if the price is not printed on the flight ticket,
- List of specific ingredients within your baggage in English or Turkish (especially with brand names like perfume brand name, shoe number, clothing with brand mark, book name, etc. if existent) in case your baggage label is detached.

Corendon Airlines does not take any responsibility for baggage without tags which is not checked in the name of ticket or boarding card holder.

c. Damaged Baggage:

Please apply Corendon Airlines Customer Care Department with the copies of documents given below;

- Damaged Baggage Report (PIR Report),
- Flight ticket and boarding card,
- Baggage tag of the damaged baggage,
- If your baggage can be repaired a repair invoice in English or Turkish from repair shop,
- If your baggage is irreparable; a statement in English or Turkish from an authorized repair shop that the original luggage is irreparable and unusable as well as the estimated worth and age of the original luggage,
- Purchasing invoice of your baggage (if purchasing invoice cannot be presented by the passenger he/she will be refunded at maximum with half of the baggage price),
- Document evidencing flight ticket price, if the price is not printed on the flight ticket.

Article 5: Indemnifications

a. Damaged baggage:

The approved refund of a checked damaged baggage can not be more than one-way ticket price and is calculated according to following formula:

Price - 10% for each year of age. (The age of the baggage will be rolled up to the next full year while calculating)

Corendon Airlines is not liable for missing, soiled or damaged items within the damaged baggage.

Refund for damaged items within the damaged baggage will just be made for items permitted to be carried and which are supported by documented evidence of purchases or repairs made (e.g. receipts, invoices).

To obtain the document for requested one way per person ticket price is under the passenger's responsibility. If the ticket price cannot be documented by the passenger, one way ticket will be considered at the discretion of the airline company or as maximum €100. Probable expenses of the required documents are not covered by Corendon Airlines.

Corendon Airlines is entitled to ask the passenger to forward at the passenger's expenses the as irreparable and unusable documented baggage to the Ground Handling Agency.

b. Delayed delivery:

In case of delayed delivery of checked baggage, passenger will be indemnified for obvious indispensable expenses as below: If the missing baggage is not recovered after 72 hours from the claim, the total advance payment effected by or on behalf of Corendon Airlines will not be more than equivalent of €50,00 if the delay is not due to a force majeure. Any payment effected in advance will be deducted from the final indemnification payable in case the baggage is definitely lost.

c. Lost baggage:

In case of loss of checked baggage, the passenger will be refunded the actual value of the missing baggage, provided that same does not exceed €10,00 per kg on international flights and €5,00 per kg on domestic ones. The baggage free allowance on all flights is 20 kgs. Indemnification can not exceed one way ticket price. To obtain the document for requested one way per person ticket price is under the passenger's responsibility. If the ticket price cannot be documented by the passenger, one way ticket will be considered as maximum €100. If the baggage weight cannot be documented by the passenger, the missing baggage will be considered as maximum 10 kgs. Baby strollers, wheelchairs and similar items are subject to the same conditions defined herein as checked baggage.

d. Non-responsibility:

Corendon Airlines is not responsible for fragile or perishable items, sports equipment, instruments, items having a special value such as jewellery / money, precious metals, silverware, antiques, heirlooms, computers, personal electronic devices, negotiable papers, medicines, medical items, securities or other valuables, business documents, passports, samples, baggages 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 baggage without tags which is not checked in the name of ticket or boarding card holder.

If the PIR Report is issued on the name of more than 1 passenger, all of them have to sign the Refund Slip.

Article 6: Passengers with specific requirements, disability, etc.

1. Sick, Invalid Or Handicapped Passenger

a. Transport of sick / invalid passengers will only be granted if the passenger is in possession of a written fitness report issued by his doctor or an official medical at the airport.

b. No transportation under any circumstances, will be provided to a person who:

- i. Has a contagious/infectious disease, e.g. open tuberculosis, infectious hepatitis, scarlet fever, diphtheria, chickenpox, etc.
- ii. Has suffered a heart attack or stroke within the last eight weeks
- iii. Requires medical attention by pneumatic or electrically operated apparatus which, for specific reasons, is not allowed on board
- iv. Any person who requires an electrically operated apparatus together with oxygen supply during the flight.
- v. Any person under the influence of drugs and alcohol. To extend that the safety of the flight to be endangered.
- vi. "Invalids" All person whose carriage by air acceptance for carriage is subject to a verification and confirmation of their fitness to travel by air, by a doctor.

- vii. “Handicapped” All incapacitated passengers who are not “invalid” and whose carriage is not subject to verification and confirmation by a doctor

If passengers don’t declare their illness before flight, they will fly at their own risk and responsibility.

2. Wheelchairs

- a. Passengers own wheelchair will be carried in the cargo compartment free of charge as checked baggage even over the free baggage allowance.
- b. Battery driven wheelchairs, with non-spillable batteries, dry cell batteries or non-spillable wet cell batteries can be carried as checked baggage in the aircraft cargo compartment provided that the battery is disconnected and securely attached to the wheelchair and the poles are insulated.
- c. If a wheelchair can not always be loaded, stowed, secured and unloaded in an upright position, the battery must be removed and checked in separately. For transportation the battery must be put into a plastic bowl or plastic bin to prevent contamination and corrosion of the cargo compartments.

3. Expectant Mother

- a. As from the 35th week of her pregnancy, an expectant mother is not accepted for carriage on an aircraft.
- b. Transportation of a pregnant woman at her 28th to the 35th week is subject to medical report not older than 1 month.
- c. Expectant mother must advise the check-in staff during check-in of the status of her pregnancy.
- d. The flight captain is entitled to ask for a new doctor's report according to the physical appearance of the pregnant passenger, stating good health and that the passenger is fit enough to fly.

4. Unaccompanied Minors

- a. Unaccompanied children of less than 6 years of age cannot be accepted for travel on any flight.
- b. Children between 6 and 12 years of age may be accepted for traveling alone providing that:
 - i. They are accompanied to the airport of departure by an adult authorised by the children’s parents or legal guardians.
 - ii. Adult delivers to the traffic staff or Handling agent at the airport children’s departure documents necessary for their travel and a form of indemnity (Discharge of Responsibility or unaccompanied minors under the age of 12) or similar Handling Agents own completed by the children’s parents or legal guardians.
 - iii. They are met at the airport of arrival by the person designated by the parents or the guardians.
- c. Unaccompanied minors shall remain in the parent’s care until the flight is called or embarkation. A staff member will accompany the minors to the aircraft . The escort will be requested to stay at the airport until the aircraft has taken off.

5. Emergency Exit Rows

- a. Passenger who may best assist and not hinder a possibly required 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 advise the cabin crew.
- b. Emergency exit rows are not allocated to:
 - i. Person with reduced mobility, with an intellectual deviancy, high age, illness or any other cause of disability
 - ii. Physical or mentally handicapped passenger unable to move quickly if asked to
 - iii. Person with eye-or-ear defect up to the extend that they might not readily become aware of instructions given to begin an emergency evocation
 - iv. Pregnant women
 - v. Unaccompanied minors
 - vi. Passengers traveling with infants and/or children under the age of twelve years
 - vii. Persons whose physical size would prevent them from being able to move quickly
 - viii. Person in custody and deportees
 - ix. Persons with guide dogs or pets

Article 7: Acceptance of Animals

a. It is the responsibility of the passenger owning the animal, that the required passport which provides information about anti-rabies vaccinations and other information about the health of the animal in question can be submitted to the appropriate authorities at country of departure, transit and destination.

b. Pets in cabin: A maximum of 2 pets may be transported in the passenger cabin of an aircraft, provided that the weight of the pet incl. cage does not exceed 5 kg. and the box is not larger than 55 X 40 X 20 cm. and is waterproof. Transport fee is 20€ per pet/one way. A request has to be made one week before the flight by e-mail to (groundoperation@corendon-airlines.com) and asked if there is not already given allowance for any other pet yet.

c. Pets in cargo area for pets over 5 kg: There can be transported just one pet at each flight. Also for transportation in cargo area a request has to be made one week before the flight by e-mail to (groundoperation@corendon-airlines.com) and asked if there is not already given allowance for any other pet yet. Also in this situation a cage and a passport of the animal with all necessary vaccinations and health information will be required besides transport fees of 40,- € for each flight which has to be paid to the Ground Operations Department or sub-contracted handling agency.

d. Guide dogs are carried free of charge and the requirements in transportation are not applicable. A guide dog, when accompanying a blind passenger, can be accommodated in the passenger cabin. The requirements are as follows:

- i. The dog shall not occupy a seat and will be located in a place where the passengers will not be disturbed. The dog shall not be placed near an Emergency Exit.
- ii. The dog will wear a muzzle
- iii. The passenger must be in possession of all required animal health documents.

e. Corendon Airlines will not be liable for injury to or loss, delay, sickness or death of such animal in the event that it is refused entry into or passage through any country, state or territory.

Article 8: Food & Beverage on Board

Please check with your Travel Agency if they have an agreement of included food & beverage on our flights or not. If not, a range of food and beverages, consisting of sandwiches, snacks and a selection of drinks will be sold on board. It is not possible to order special meals in advance.

You can find below a price list of food & beverages sold on board:

White wine (Angora)	3.00 €	Coffee	1.50 €
Red wine (Angora)	3.00 €	Chicken soup	2.00 €
Beer (Canned Efes Pilsen)	2.50 €	Tomato soup	2.00 €
Coca – Cola	2.00 €	Mushroom soup	2.00 €
Coca – Cola Light	2.00 €	Sandwich (cheese, cream cheese, grilled pepper)	3.50 €
Fanta	2.00 €	Sandwich (chicken, fresh paprika)	3.50 €
Sprite	2.00 €	Sandwich (veal ham, cheese, cream cheese, fresh paprika)	3.50 €
Tonic (bottle)	2.00 €	Mars	2.00 €
Ice Tea Lemon	2.00 €	Snickers	2.00 €
Sour cherry juice	2.00 €	Milka	2.50 €
Orange juice	2.00 €	Hazelnut	2.00 €
Apple juice	2.00 €	Peanut	1.50 €
Milk	2.00 €	Haribo Raspberry, blackberry	2.50 €
Water	1.50 €	Haribo peach	2.50 €
Mineral Water	1.50 €		
Tea	1.50 €		

Not all of the above mentioned foods or beverages might be available. Corendon Airlines reserves the right to change the menu and price list.

Article 9: Customs Duty Free Limitations

Country	Spirits	Cigarettes	Perfumes
Austria	1 lt Spirit	200 Sticks (for EU resident) 400 Sticks (Non EU resident)	50 gr Perfume 300 gr Perfume
Belgium	1 lt Spirit or 2 lt Liqueur or Wine	200 Sticks	50 gr Perfume ¼ lt Cologne
Denmark	1 lt Spirit or	200 Sticks (for EU resident)	50 gr Perfume

	2 Lt Liqueur or Wine	300 Sticks (Non EU resident)	
France	1 Lt Spirit or 2 Lt Liqueur or Wine	200 Sticks (for EU resident) 300 Sticks (Non EU resident)	50 gr Perfume ¼ Lt Cologne
Germany	1 Lt Spirit or 2 Lt Liqueur or Wine	200 Sticks	Reasonable Quantity
Italy	1 Lt Spirit or 2 Lt Liqueur or Wine	200 Sticks (for EU resident) 400 Sticks (Non EU resident)	50 gr Perfume ¼ Lt Cologne
Netherlands	1 Lt Spirit or 1 Lt Liqueur or Wine	200 Sticks (for EU resident) 400 Sticks (Non EU resident)	50 gr Perfume ¼ Lt Cologne
Spain	1 Lt Spirit or 2 Lt Liqueur or Wine	200 Sticks	50 gr Perfume ¼ Lt Cologne
Switzerland	1 Lt Spirit	200 Sticks	100 CHF (for EU resident) 200 CHF (non EU resident)
Turkey	2 Lt Spirit (incl.all kinds)	600 Sticks	5x125ml Perfumes or Cologne
United Kingdom	1 Lt Spirit or 2 Lt Liqueur or Wine	200 Sticks	Reasonable Quantity
EU Countries	1 Lt Spirit or 2 Lt Liqueur or Wine	200 Sticks	50 gr Perfume ¼ Lt cologne

Limitations are subject to change according to new regulations of the countries.

Article 10: Refusal of and limitation on carriage

1. Right to refuse carriage

Corendon Airlines may refuse carriage of passenger and his or her baggage or further carriage for reasons of safety and/or order or if, in the exercise of its reasonable discretion, Corendon Airlines determines that such action is necessary:

(a) because the conduct, age or mental or physical state of the passenger is, or reasonably seems to be, such as to:

- (1) require special assistance of Carrier which Corendon Airlines cannot provide;
- (2) cause discomfort or make himself objectionable to other passengers; or
- (3) possibly involve any hazard or risk to himself or to other persons or to property;

(b) because the passenger has failed to observe any reasonable instructions of Corendon Airlines, given in order to ensure safe, efficient and comfortable carriage for all passengers or to enable Corendon Airlines otherwise to comply with its obligations towards any other passengers;

(c) because the passenger has expressed himself in such a way or displayed such behavior that doubt exists with respect to the safety to carry such person. Such expression or behavior includes the use of threatening, abusive or insulting language towards ground staff or crew;

(d) because the passenger has refused to submit either himself or his baggage to a security check by Corendon Airlines or by any airport or government official;

(e) because the applicable fare or any charges or taxes payable have not been paid, or credit arrangements agreed between Corendon Airlines and the passenger have not been complied with;

(f) because 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. This includes the case that the passenger has received a negative travel advice from Customs and/or Immigration Authorities or any other Government Authority;

(g) because the passenger does not appear to be properly or validly documented;

(h) because the passenger may seek to enter a country through which he may be in transit, or for which he does not have a valid entry document;

(i) because the passenger destroys his documentation during the flight;

(j) because the ticket presented by the passenger:

(1) appears to be invalid;

(2) has been reported lost, stolen, fraudulent or otherwise suspicious;

(3) appears to be a counterfeit ticket;

(4) contains any flight coupon which appears to have been altered by anyone other than the authorized agent, or has been mutilated, or

(5) the person presenting the ticket cannot prove that he is the person named in the "NAME OF PASSENGER" box, in which cases Corendon Airlines reserves the right to retain such ticket;

(k) because the passenger has previously committed one of the acts or omissions referred to above, and Corendon Airlines has reason to believe that such conduct may be repeated;

2. The passenger refused carriage or removed en route for any reasons specified in paragraph 1 of this article, is not entitled to refund.

Article 11: Delays, cancellations, Stop-Over / Non-Stop flights

Corendon Airlines is a charter airline company based in Turkey. Our aircraft are chartered by tour operators, who sell their chartered seats by way of internet, travel agencies, etc. The aircraft are operated as Corendon Airlines.

All the reservations or changes are managed by tour operators and travel agents. Corendon Airlines *does not sell any flight tickets* and has no connection or influence on the passengers reservations.

Changes in flight times or destinations as well as cancellations of their chartered flights are managed by them. Therefore Corendon Airlines cannot be hold responsible for any changes.

In case of delay of a flight operated by Corendon Airlines more than 3 hours beyond its scheduled time of departure following procedures will be applied on flights departing from an EU country:

Duration of the delay	Type of service to each passenger
More than 3 hrs	Snack or meal & refreshment in a reasonable relation to the waiting time and the flight distance will be distributed
More than 5 hrs	Snack or meal & refreshment will be distributed
More than 5 hours and if departure is at least the day after the time of departure previously announced	Accommodation and transport between airport and place of accommodation (hotel or other) will be offered

You can get information from your Travel Agency, if there is any stop-over on your flight before the city of your destination.

Article 12: Customer View Forms / Questionnaires

For Corendon Airlines customer pleasure is the most considerable thing. Therefore we really attach importance on your comments and suggestions. Your thoughts and experiences are every time very precious for us.

At certain flights we ask our passengers to fill out a questionnaire in order to improve our services and offer you a very pleasant and comfortable flight.

For any comments and suggestions you can also use our customer view form which you can demand from and return to our cabin crew.

Or you may reach us via following contacts:

Corendon Airlines
Customer Care Department
Güzeloluk Mah.1879 Sok. No: 148,
07200 ANTALYA / TURKEY
FAX: +90 242 324 32 40
customer@corendon-airlines.com

Please also note that complaints/claims will only be accepted in writing and in the English 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