



Passenger Rights Directive

At M a v i G ö k Havacılık A.Ş. ("MGA"), customer satisfaction is the fundamental pillar of our customer service concept.

MGA carries out all of its operations with the aim of providing its passengers safe, comfortable and timely journeys. In the aviation sector, however, certain irregularities due to operational reasons may arise from time to time.

If you hold a confirmed reservation / ticket, but could not fly due to denied boarding, cancellation or delay, you are entitled to the rights stated herein in accordance with the regulation on passengers travelling via airlines ("passenger rights regulation").

This brochure has been prepared to provide our passengers with information regarding their passenger rights. Please note that our company cannot be held responsible if passenger contact information was provided incorrectly or not at all during the reservation process or at the request of our company.

Special services are provided to passengers with reduced mobility and unaccompanied children by our personnel in accordance with the passenger rights regulation.

Passengers may contact us regarding passenger rights issues using the contact details shown below:

MGA; customer.service@mga.aero Telephone 0850 777 2 777

You can find detailed information about passenger rights at the following internet addresses.;

1 - <https://web.shgm.gov.tr/documents/sivilhavacilik/files/mevzuat/sekorel/tasaklar/SHY-YOLCU.pdf>

2 - <https://web.shgm.gov.tr/documents/sivilhavacilik/files/mevzuat/sekorel/genelgeler/2023/HUD-2023-1.pdf>

3 - <https://web.shgm.gov.tr/doc/5/vh2013.pdf>

4-https://web.shgm.gov.tr/documents/sivilhavacilik/files/mevzuat/sekorel/genelgeler/yolcu_haklari_genelgesi.pdf

5- https://web.shgm.gov.tr/documents/sivilhavacilik/files/mevzuat/sekorel/genelgeler/Yolcu_Haklari_2015.pdf

I. Terms and conditions for compensation and services in the event of denied boarding of passengers holding confirmed reservation numbers for flights from/to airports located in Turkey.

Denied boarding will mean refusal of a passenger/passengers for a flight although they have presented a valid ticket with a confirmed reservation, except where there are reasonable grounds to deny boarding such as reasons of health, security, safety, or inadequate travel documentation. When a denied boarding occurrence can reasonably be expected, a request will be made for volunteers to relinquish their spaces first. Additional information will be provided by the M G A station personnel or the authorized ground handling company to the volunteers. Furthermore, volunteers will be offered one of the following:

a refund of the full fare of the ticket and a return flight to the first point of departure; or

a re-routing to the final destination; or

a re-routing under similar transportation conditions to the final destination on a date suitable to the passenger.

In the event that the boarding of the passengers is denied involuntarily Our Passengers will be provided with Compensation in the amounts

stated in TABLE 1.

For the right to reimbursement or re-routing, one of the following will be offered:

a refund of the full fare of the ticket and a return flight to the first point of departure; or

a re-routing to the final destination; or

a re-routing under similar transportation conditions to the final destination on a date suitable to the passenger.

Based on the circumstances, services stated in TABLE 2 will be provided free of charge.

Terms and conditions for compensation and services in the event of a flight cancellation for passengers holding confirmed reservations for flights from/to airports located in Turkey.

In cases where a flight is cancelled within the scope of the passenger rights regulation

affected passengers will be offered one of the following:

a refund of the full fare of the ticket and a return flight to the first point of departure; or

a re-routing to the final destination; or

a re-routing under similar transportation conditions to the final destination on a date suitable to the passenger.

(b) Based on the circumstances, services stated in TABLE 2 will be provided free of charge.

Our passengers will be provided with compensation in the amounts stated in TABLE 1 in cases of the following occurrences within the scope of the passenger rights regulation

In the event that passengers were not informed of the cancellation a minimum of two weeks prior to the departure time; or

if they were not informed of the cancellation two weeks to seven days prior to 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; or

if they were not informed of 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,

Although our company takes all possible precautions, in the event that it can prove that force majeure caused the cancellation, it will not be liable to pay compensation in accordance with the provisions of this Article. The compensation payable under the passenger rights regulation will be appropriated from the compensation arising out of other laws and regulations in favor of the passengers.

Terms and conditions for compensation and services in the event of a long delay of flights of passengers holding confirmed reservations for flights from/to airports located in Turkey.

As of the planned departure time of a flight, our passengers will be provided with the services stated in the TABLE 2 .1. (a) free of charge, in the event that the delay

if two or more than two hours for flights shorter than 1500 kilometres (including 1500 km) and for domestic flights;

if three or more than three hours for flights between 1500 and 3500 kilometres (including 3500 km),

if four or more than four hours for the flights longer than 3500 kilometres.

Our passengers will be provided with the services stated in the TABLE 2 .1. (b) free of charge, if the expected time of departure is within the day or days after the announced time of departure. Our passengers will be refunded the full ticket fare and a return flight to a first point of departure will be provided, when the delay is at least five hours.

	CONDITIONS FOR COMPENSATION	COMPENSATION AMOUNT*
1	For Domestic Flights	
2	For International Flights	
(a)	Flights not exceeding 1500 km (1500 km included)	250 Euro
(b)	Flights between 1500 – 3500 km	400 Euro
(c)	Flights longer than 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%.

	SERVICE TYPE	SERVICES
1	(a) Meal and Refreshment	
	(i) delays between 2 and 3 hours	Hot and cold beverages at reasonable amounts
	(ii) delays between 3 and 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
	(b) Accommodation	one or more than one night's accommodation is necessary, accommodation at a hotel or at an appropriate accommodation facility.
	(c) Transfer	Transportation between airport and accommodation
2	Communication	two telephone conversations, fax messages or e-mail services without any time limitation may be offered.