



In case of any passenger irregularities such as denied boarding or flight cancellation you can benefit from the rights prescribed in relation to the compensation (between € 50,- and € 600,- depending on the distance of your flight) and service system of Freebird Airlines, including Regulation on Air passenger Rights – ‘SHY-Yolcu’ promulgated by Directorate General Of Civil Aviation. You may send your feedback via [customerservices@freebirdairlines.com](mailto:customerservices@freebirdairlines.com) on our website [www.freebirdairlines.com](http://www.freebirdairlines.com)



In respect of all flights, passengers must apply for check-in process not later than 2 hours prior to the departure time. Check-in deadline shall be 60 minutes prior time of departure. If passenger does not keep to the check-in/boarding times and does not present himself/herself at the gate early enough for boarding, Freebird Airlines shall be entitled to refuse carriage.



No compensation shall be paid to the passengers in respect of irregularities in case of any extraordinary circumstances (meteorological conditions, natural disasters, security risks, unforeseen deficiencies in terms of flight safety). Additionally, passengers are not entitled to be compensated for delayed flights in accordance with the Regulations on the Rights of Air Passengers (SHY-Yolcu).

You may be entitled to assistance such as meals and refreshments, access to communication, accommodation (if necessary) and transport to and from the place of accommodation if you're denied boarding or your flight is cancelled at short notice. In the event of a long delay, assistance will be available.



## Denied boarding

1. When Freebird Airlines reasonably expects to deny boarding on a flight, it shall first call for volunteers to surrender their reservations in exchange for benefits under conditions to be agreed between the passenger concerned and the operating air carrier
2. If an insufficient number of volunteers comes forward to allow the remaining passengers with reservations to board the flight, the Freebird Airlines may then deny boarding to passengers against their will.
3. If boarding is denied to passengers against their will, the operating air carrier shall immediately compensate them. This article is valid for our passengers who comply with the General Terms and Conditions on our web site:  
<https://www.freebirdairlines.com/en/flight-information>

Type of service	Content of Service
<b>a) Meal and Refreshment</b>	
- Delay between 2 and 3 hours	Hot and cold beverages in reasonable amounts.
- Delay between 3 and 5 hours	Breakfast and lunch depending on the time of the day in addition to hot and cold beverages
- Delay more than 5 hours	Additional snack, hot and cold beverages.
<b>b) Accommodation</b>	Hotel accommodation when needed
<b>c) Transportation</b>	Transportation between the airport and accommodation.
<b>d) Communication</b>	Two telephone conversations, fax messages or e-mail services without any time limitation shall be offered

## Cancellation

1. In case of cancellation of a flight, the passengers concerned shall:
  - (a) be offered assistance by Freebird Airlines
  - (b) be offered assistance by Freebird Airlines as well as, in event of re-routing when the reasonably expected time of departure of the new flight is at least the day after the departure as it was planned for the cancelled flight, the assistance specified table under 'Denied boarding'
  - (c) have the right to be compensated by Freebird Airlines (depending on distance) unless;
    - (i) they are informed of the cancellation at least two weeks before the scheduled time of departure; or
    - (ii) they are informed of the cancellation between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than two hours before the scheduled time of departure and to reach their final destination less than four hours after the scheduled time of arrival; or
    - (iii) they are informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than one hour before the scheduled time of departure and to reach their final destination less than two hours after the scheduled time of arrival.

## Delay

1. When Freebird Airlines reasonably expects a flight to be delayed beyond its scheduled time of departure:
  - (a) for two hours or more in the case of flights of 1500 kilometers or less; or
  - (b) for three hours or more in the case of all intra-Community flights of more than 1500 kilometers and of all other flights between 1500 and 3500 kilometers; or
  - (c) for four hours or more in the case of all flights not falling under (a) or (b),
 passengers shall be offered by Freebird Airlines:
  - (i) the assistance specified in table under 'Denied boarding'
2. In any event, the assistance shall be offered within the time limits set out above with respect to each distance bracket.



GÖZEN HOLDING

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