



## PR.10.67.007 | Revision 02

### Denied Boarding Implementation Procedure

#### 1. Purpose

The purpose of this procedure is to define the principles and methods related to the services to be given to the passengers denied boarding, either voluntarily or involuntarily, despite having confirmed reservation and valid ticket.

#### 2. Scope

This procedure covers the services and payments to be delivered to any passenger who, although has confirmed reservation and a valid ticket for all the scheduled and additional flights, is denied boarding, or admitted to the aircraft only as downgraded or upgraded, due to the reasons such as;

- Sale of tickets in excess of the seating capacity,
- Decrease in seating capacity due to change of the aircraft type as required by operational requirements, and

Emergence of an overcapacity in flights due to transfers of the passengers who could not be ensured to catch their connecting flights, in accordance with articles /8/1 A, B, C 8/2 8/3 A, B, C 8/4 8/5 of [DK.22.017 SHY-PASSENGER Regulation on Rights of Passengers Traveling by Air](#).

#### 3. Definitions

**Beyond:** Connection travel that includes at least one intermediate station.

**DB Free Ticket:** N class ticket with a free reservation right, issued for a passenger "denied boarding" voluntarily.

**Traveler's Cheque:** The EMD issued for a passenger accepting "denied boarding" implementation voluntarily. It cannot be refunded.

**DBT Free Ticket:** The ticket issued with traveler's cheque, and which the normal classes are used with. It cannot be refunded.

**DBC:** The code used to define, in the check-in mode, the passenger denied boarding involuntarily due to overcapacity ticket sales in flights, though the said passenger has confirmed reservation and valid ticket for the relevant flight, and has checked in within the announced check-in periods.

**DBO:** The code used to define, in the check-in mode, the passenger denied boarding due to a decrease of the seating capacity in consequence of the change of aircraft type as required by operational reasons, though the said passenger has confirmed reservation and a valid ticket for the relevant flight, and has checked in within the announced check-in periods.

**Denied Boarding:** The situation in which the passenger (i) cannot be allowed; or (ii) can be allowed to board in upper or lower class either voluntarily or involuntarily in a flight that has become "overbooked" due to various reasons, despite the said passenger has confirmed his reservation, had a valid ticket for the relevant flight, and checked in within the announced check-in periods.

**DEPA:** Deportee Accompanied by an Escort.

**DEPU:** Deportee Unaccompanied.

**Electronic Miscellaneous Document (EMD):** The electronic record prepared by the carrier or the authorized agency for various purposes (paper MCO, paper excess baggage ticket, etc.) in compliance with the current schedule without issuing any paper document.



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**Go-Show:** The status of the passenger admitted into the flight despite having no reservation record.

**INAD:** Inadmissible passenger.

**Invoice:** Refers to invoicing.

**Involuntary:** The situation in which the passenger is unable to fly as specified on the ticket due to reasons beyond his/her control, though s/he has an approved reservation.

**Miscellaneous Charges Order (MCO):** The form issued by the carrier or the authorized agency for the service and payment (ticket, excess baggage, return, etc.).

**No-Show:** The status of the passenger who has not performed check-in processes despite having a confirmed reservation and ticket.

**No-Rec:** The status of the passenger whose reservation record cannot be found in the reservation system despite such passenger's reservation for the relevant flight appears to be confirmed on the ticket.

**Offload:** Canceling the check-in record of the passenger in the system due to various reasons.

**Overbooked:** The reservations and ticket sales exceeding the seating capacity in flights.

**OW (One Way):** The travel type the start and finish points of which are different.

**RT (Round Trip):** The travel type the start and finish points of which are the same.

**Subject-to-Load (SUBLO):** The seat(s) left empty in cases where the aircraft is unable to use its full passenger capacity due to conditions of the airport, climate, etc.

**Upgrade:** Free upgrade of the travel class to one upper class.

**VOL:** The code used to define, in the check-in mode, the passengers denied boarding voluntarily, though the said passenger has confirmed reservation and valid ticket for the relevant flight, and has checked in within the announced check-in periods.

The **Directorate General of Civil Aviation (Turkish DGCA)** is defined in [LS.01.13.001 Integrated Management System Definitions and Abbreviations List](#).

#### 4. Responsibility

The responsibility for taking the necessary measures for the flights that are under the denied boarding risk according to this procedure and making the necessary transactions for the denied passengers as per this procedure belongs to Ground Operations Directorate at Ankara, Sabiha Gokcen, Antalya, and Izmir Stations, Istanbul Station Directorate at Istanbul Station, and Sales Directorate (1st Region), Sales Directorate (2nd Region), and Sales Directorate (Domestic) at the other regions; Revenue Management Directorate is responsible for making the necessary transactions for the flights detected to be under the risk of "being denied" while it is 72 hours or shorter to performance of the flights; Marketing Directorate is responsible for monitoring the practices with regard to the customer relations and customer experiences in compliance with this procedure; and Accounting and Financial Control Directorate is responsible for monitoring the financial transactions and the relevant applications.



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### 5. References and Documents Referred

#### Reference Documents:

[DK.22.017 SHY-PASSENGER Regulation on Rights of Passengers Traveling by Air](#)

[EK.10.67.001 Ground Operations Manual](#)

#### Referred Documents:

[PR.93.019 Revenue Management Operation Procedure](#)

[LS.01.13.001 Integrated Management System Definitions and Abbreviations List](#)

### 6. Implementation

#### 6.1. "Denied Boarding" Implementation

The practices to be carried out in the flights of the Company in relation to any passenger who is denied boarding (voluntarily or involuntarily), or admitted into the aircraft as downgraded or upgraded, despite having confirmed reservation and valid ticket for the relevant flight, are as follows.

The station officials and the Customer Relations Manager shall be responsible for provision of the services deemed necessary and appropriate, in addition to the services specified herein, for the purpose of preventing the passenger grievance and ensuring the passenger satisfaction.

##### 6.1.1. Passengers to be ensured to travel absolutely in case of Overbooked Flights

- Chairman and Members of the Board of Turkish Airlines, Members of the Executive Committee, CEO and President of Turkish Airlines, and their family members on condition of traveling together with them,
- Company personnel traveling with duty pass ticket,
- Company personnel and their companions, traveling with sickness and funeral pass ticket,
- The passengers who have "DBT Free" ticket,
- Passengers who have "DB Free" ticket (issued due to 'denied boarding' previously) and award ticket (issued in consideration of air miles) with a confirmed reservation record,
- Passengers who have discounted/free or salable tickets given to sales agencies for group/individual (Hajj, Umrah, etc.) sales,
- Passengers with reduced mobility (sick, physically/mentally handicapped passengers and/or those on stretcher, wheelchair, etc.) and their companions,
- INAD, DEPU, DEPA passengers and their companions, if any,
- Accompanied or unaccompanied minor passengers.

##### 6.1.2. Passengers entitled to Compensation

- Passengers who have confirmed reservations and valid tickets for the relevant flight, and have checked in within the announced check-in periods,



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- Passengers who have tickets issued in consideration of air miles within the scope of the Frequent Flyer program (complimentary upgrade included),
- Passengers who have R/CI RCG16 coded free ticket for Business cabin and N/CI NCG16 coded free ticket for economy cabin,
- Passengers "denied boarding" mistakenly, though they travel with "DB Free" tickets and "DBT Free" tickets.

#### 6.1.3. Passengers not entitled to Compensation

- Passengers who do not meet the general requirements of passenger and baggage transportation service as specified in [EK.10.67.001 Ground Operations Manual/section 1.6](#), and are denied boarding due to reasons such as health, safety, security, non-conforming travel documents, etc.,
- Passengers who have applied to the check-in counter after expiry of the announced check-in period due to intensity of the traffic or airport (x-ray, security check, etc.),
- Passengers, from or out of the Company, who have travel/duty pass tickets.

## 6.2. Pre-Flight Processes

Revenue Management Directorate Operation Department makes the necessary transactions for the flights detected to be under the risk of "being denied" while it is 72 hours or shorter to performance of the flights as per [PR.93.019 Revenue Management Operation Procedure](#).

With this practice, it shall be ensured that the station personnel are informed of the flights under the risk of denied boarding by e-mail, and that the necessary measures are taken in advance.

The said practices are valid for the domestic/international online stations only. The domestic and international offline stations shall take the necessary measures by considering the practices in relation to the overbooked flights that are under the risk of denied boarding on station basis.

The actions to be taken in case of operational irregularities are specified in [PR.93.019 Revenue Management Operation Procedure](#).

The station officials shall detect the "overbooked" flights one day before the flight, and inform them to the operation departments by e-mail. If they deem appropriate, the station officials contact the passenger before the flight by websms, phone, or ikweb, and offer them alternative flights, search for volunteer passengers, change their reservations, and entitle them to compensation. At Istanbul station, the station officials shall send this information also to the following e-mail address: "[dbkoordinasyon@thy.com](mailto:dbkoordinasyon@thy.com)".

For the passengers of the flights anticipated to be overbooked, alternative flights shall be determined according to the following order of priority:

- Company flights,
- "Star Alliance" carriers' flights,
- Flights of the other contracted airlines.



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#### 6.3. Passenger Handling in Overbooked Flights

On the flight day, for the flights that are overbooked or anticipated to be overbooked, the followings shall be taken into consideration:

- When reserving seats, the passengers defined in the article 6.1.1. shall be given priority by the station officials.
- Due diligence shall be exercised to find passenger(s) who is ready to waive his/her flight voluntarily.
- If the overbooked situation still continues despite the reasonable effort has been made to find volunteers, then involuntary "denied boarding" transaction is carried out for the passengers who will not be able to board in.

The check-in services for the overbooked flight must be given at a separate counter within the limits of the airport.

In order to ensure that the passengers are informed about the flight irregularities as well as the "denied boarding" practice and services, [FR.67.0331 Over Counter Notification](#) and [FR.67.0329 Passenger Rights](#) must definitely be made available at the passenger contact points (all service points such as transfer desk, counters, etc.).

##### 6.3.1. Points to consider during Denied Boarding Processes in Overbooked Flights

- In order to perform the services and payments to be given to the passengers denied boarding, the flight must definitely be closed as full at the check-in (Except for the passengers who have been "offloaded" due to sublo, health, customs, security, and visa problems, or applied to the gate late at the last minute).
- At the moment when the check-in transactions are over, there must be no "no-rec", "go-show", stand-by passengers, or passengers with travel pass ticket in the flight.
- The station officials send information to [geliryonetimioperasyon@thy.com](mailto:geliryonetimioperasyon@thy.com) for confirmation of the reservations made for the voluntary/involuntary passengers whose travel cannot be provided on the "overbooked" flights. In case of a problem in sending the e-mail, the information is directed to the extensions specified below. Besides, it is also directed to the following telex numbers for the purpose of informing Revenue Management Directorate of the denied boarding transactions. For Istanbul station, this information is also sent to the following e-mail address: [dbkoordinasyon@thy.com](mailto:dbkoordinasyon@thy.com)".
  - Telephone: 13615/12745/12746
  - Telex addresses: ISTSRTK, ISTRCTK, ISTRUTK, ISTCBTK, ISTCHTK, ISTCLTK, ISTCMTK, ISTCNTK, ISTCPTK, ISTC1TK, ISTC3TK, ISTC4TK

##### 6.3.2. Processes related to Passengers waiving Their Flights Voluntarily in Overbooked Flights

- In case of overbooked flights, in order to find volunteer passengers, the station contacts the passengers through websms, e-mail, telephone, etc. within the period from ticketing and reservation to the flight day, gives them information on the free tickets and payments specified in Table-1 and free services in Table-2 to be given to them if they waive their flights voluntarily, and performs the reservation and ticketing transactions accordingly.



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- If the relevant flight continues to be overbooked when the check-in transactions begin at the airport, passenger who will waive their flight voluntarily is searched by giving information, personally, on the free tickets and payments specified in Table-1 and free services in Table-2 to be given to them. The passengers who waive their flights voluntarily are sent to the Denied Boarding office at Istanbul station, or ensured to wait in a different zone outside the check-in zone at the other stations, until the check-in transactions are completed.
- In the event that the passenger who has completed their check-in transactions online, on their mobile device, at a kiosk, or at the counter during the check-in process waives their flight voluntarily, the station official or another personnel member assigned by them enters "1/VOL" in the TROYA system. In the Quick Check-in system, on the other hand, the "DBC/DBO/VOL" entry field shall be selected as additional information in the "IRREGULARITIES" section through the passenger's check-in record, and the passenger shall be either offloaded or downgraded.

**Table-1: Table of Offers to be Provided to Passenger Waiving Flight Voluntarily**

Flight Distance	1st Offer	2nd Offer	3rd Offer
	Traveler's Cheque (Euro)*	Free Ticket **	Amount of Money (Euro)
Domestic flights	Maximum 100	Domestic line RT ticket	100
International flights of 0-1500 km	Maximum 250	International line RT	250
International flights of 1500-3500	Maximum 400	International line RT	400
International flights over 3500 km	Maximum 600	International line RT	600

\* The tickets issued with traveler's cheque have no coupon limit. If the EMD amount used while issuing the ticket is higher than the ticket fare, another EMD is issued for the excess part. If the EMD amount is lower than the ticket fare, the lacking part is collected from the passenger. The tickets issued with EMD are processed as per the class and fare rules; cash refund is never made.

\*\*The maximum arrival time application in Table-5 in the section 6.3.3.1. Payment of Compensation to Passenger Denied Boarding (Involuntarily) due to "**Overbooking**" is carried out for the voluntary passengers as well.

\*\*\* The "DB Free" ticket shall be issued on the route selected by the passenger within the limits of the kilometer scale of the original ticket (0-1500 km/1500-3500 km/over 3500 km). **The "DB Free" ticket shall not be issued by selecting the connection flights. It shall be issued with two coupons at most.**



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\*The reservation and ticketing processes shall be carried out within the scope of "involuntary". The free reservation/route change shall be made to the nearest station in compliance with the kilometer scale (0-1500 km/1500-3500 km/3500 km and farther). The 30% cancellation fine for the domestic line tickets, the reservation/route change fee for the international line tickets shall not be collected from the passenger. In the event that the flight demanded by the passenger does not include vacant seat in the cabin class specified on the passenger's ticket, the passenger shall be "upgraded" free of charge.

**Table-2: Table of Services to be Provided to Passenger Waiving Flight Voluntarily**

Free reservation change and refund of the ticket price*	✓
Right to free phone call (twice) without time limitation	
Fax	✓
Mail	
Accommodation and airport-hotel-airport transfer	✓

### **6.3.3. Procedures for Passengers Denied Boarding (Involuntarily) in Overbooked Flights**

In the event that the number of volunteer passengers waiving the flight in the overbooked flights is insufficient and the relevant flight continues to be overbooked, the passenger(s) to be denied boarding against his/her will shall be given the services indicated in Table-3, and the compensation indicated in Table-4 or Table-5.

- The points set forth in article 6.3.1 must be taken into consideration.
- It is necessary to ensure that the passenger categories specified in the article 6.1.1 perform their travel.
- After it has become clear that the passenger will be denied boarding or admitted into the aircraft as downgraded, the relevant passenger who applies to the counter is given preliminary information with regard to the situation.
- In order that the passenger is informed in detail about the services to be given to him/her as indicated in Table-3 and the compensation payments to be made as per Table-4 or Table-5, and that the "denied boarding" processes can be performed, the passenger is taken to a section/lounge other than the counter zone.
- The check-in official is required to absolutely enter the hour the passenger applied to the counter in the passenger's reservation record.
- "1/DBC" or "1/DBO" must be entered into the passenger's check-in record in the TROYA system, while "DBC/DBO/VOL" must be entered in the "IRREGULARITIES" section through the passenger's check-in record in the Quick Check-in system.



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- In the course of providing the passengers denied boarding with another suitable flight, such passengers must be given the services indicated in Table-3 considering their waiting period.

**Table-3: Table of Services to be Provided to Passenger Waiving Flight Voluntarily**

Services	Waiting Periods by Flight Time				
	15 min. to 1 hour	1 to 2 hours	2 to 3 hours	3 to 5 hours	5 hours and longer
	15-60 min.	61-120 min.	121-180 min.	181-300 min.	301 min. and longer
Announcement Service	✓	✓	✓	✓	✓
Free of charge Reservation/Route Change *	✓	✓	✓	✓	✓
Refund of Ticket Price **	✓	✓	✓	✓	✓
Right to Free Phone Call (Twice) Without Time Limitation, Fax, E-Mail			✓	✓	✓
Hot/Cold Drink			✓	✓	✓
Light Snacks			✓	✓	✓
Main Course (depending on the time of			✓	✓	✓
Accommodation and Transportation	***				
Compensation payment	For implementation, see 6.3.3.1				

\* The free reservation/route change shall be made to the nearest station in compliance with the kilometer scale. (0-1500 km/1500-3500 km/3500 km and farther) Change is made without collecting reservation/route change fee for international tickets from the passenger.

If the changes made affect the passenger's travel plan, the changes shall be made free of charge also for his/her other flights included in the same ticket.

The route change shall be made to the final destination under the similar transportation conditions as soon as possible.

Depending on the vacant seat condition, the route change shall be made to the final destination under the similar transportation conditions at a later date preferred by the passenger.

The passenger shall first be offered the flights of the Company as alternative. In the event that the passenger does not accept the offered flight, s/he shall be offered the flights of the "Star Alliance" carriers or, in the absence of this alternative, the flights of the other contracted airlines.

\*\* The ticketing processes to be carried out due to flight irregularities shall be carried out within the scope of "involuntary". Pursuant to [DK.22.017 SHY-PASSENGER Regulation on Rights of Passengers Traveling by Air](#) article



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8; in the event that completion of the passenger's scheduled travel has lost its meaning, the ticket shall be returned in "full" in the station where the irregularity has taken place, based on the determination and approval by the Company's official. The purchasing price of the ticket must be paid back in cash, through electronic bank transfer, bank payment order, bank check, or returned in the form of travel vouchers and/or other services (air mile, free ticket, etc.) within seven days at the latest, if the passenger's signed consent has been acquired; besides, it is also necessary to provide the passenger with a free return flight to enable him/her to return to the starting point of his/her travel as soon as possible. (The international line tickets with domestic line connection shall be deemed included within the scope of international line.)

\*\*\*The costs of transportation between the departure/arrival station specified on the passenger's original ticket and the departure/arrival station of the flight offered as an alternative shall be paid to the passenger by the relevant station by checking the documents submitted by the passenger.

In the event that the time difference between the passenger's original departure time and the departure time of the alternative flight offered to the passenger is eight hours or longer, the passenger shall be given accommodation service. The passenger shall be transported between the accommodation place and the airport free of charge. In cases where the passenger is not let into the country due to border rules, the passenger shall either be kept waiting at the transit hall or provided with the hotel accommodation services of the airport, if any.

### **6.3.3.1. Payment of Compensation to Passenger Denied Boarding (Involuntarily) due to Overbooking**

The passengers denied boarding (involuntarily) due to overbooking shall be paid the Compensation amounts indicated in Table-4.

However, depending on the maximum time difference between the arrival time scheduled in the passenger's original reservation and the arrival time of the new route offered to the passenger, the compensation amounts shall be decreased by 50%, and the compensation amount indicated in Table-5 shall be paid.



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The compensation payments shall be made by issuing compensation MCO (paper MCO or EMD). The

**Table-4: Table of Compensation to be paid to Passenger Denied Boarding (Involuntarily)**

Flight Distance	Compensation Amount (EURO)
All domestic flights	100
0-1500 km international flights (1500 km included)	250
1500-3500 km international flights (3500 km included)	400
International flights over 3500 km	600

**Table-5: Table of Compensation to be paid to Passenger by Time Difference if Alternative Route is Accepted**

Flight Distance	Maximum Time Difference between Arrival Time scheduled In Original Reservation and Arrival Time of Offered New Route	Compensation Amount (EURO)
All domestic flights	2 hours	50
International flights of 0-1500 km (1500 km included)	2 hours	125
International flights of 1500-3500 km (3500 km included)	3 hours	200
International flights over 3500 km	4 hours	300

rules of MCO issuance and the exchange rate calculations are described in article 6.5.

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

Kilometer calculation entry SR\*Departure station Arrival station (Three-Letter Code)

**Example:** SR\*ISTJFK

In the event that the payments indicated in Table-1, Table-4 and Table-5 are made to the passenger; [FR.67.0019 Flight and Service Irregularities Release Form](#) shall be completed and ensured to be signed by the passenger.



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#### 6.3.4. Upgrade/Downgrade Processes for Passenger in Overbooked Flights

Upgrade/downgrade of the passenger is the process through which the passenger is enabled to carry out his/her travel in a lower or upper class in case of overbooked flights. The processes for the passengers denied boarding voluntarily and/or involuntarily, specified in the sections 6.3.2 and 6.3.3, shall be carried out in the same way.

In consideration of being downgraded voluntarily, the passenger shall be offered the free ticket and payments indicated in Table-1.

In case of overbooked flights, if the number of the volunteer passengers accepting to be downgraded is insufficient, or if the relevant class of the relevant flight continues to be overbooked, the process shall be carried out according to the order of applications.

In the event that the passenger is downgraded involuntarily, the passenger shall be paid the cabin difference fee indicated in Table-6 and the compensation amount specified in section 6.3.4.1.

In case of upgrade of the passenger due to “overbooking”, no additional fee may be requested from the passenger.

**Table-6: Table of Cabin Difference Fee to be paid in case of Downgrade**

Flight Distance	Domestic Line Cabin Difference Fee (EURO)	International Line Cabin Difference Fee (EURO)
	From C to Y	From C to Y
0-1500 km	50	150
1500-3500 km	50	300
Over 3500 km	50	450

For the child discount tickets and the infant tickets, respectively 75% and 10% of the amounts indicated in Table-6 shall be paid.

In the event that it is determined that the price difference paid for the route on which the passenger suffered irregularity is higher than the amounts indicated in Table-6, the bigger amount that is favorable to the passenger shall be paid. In order to find out the said difference:

- The difference between the price paid to the service class specified in the ticket purchased for the “downgraded” flight and the highest  $\frac{1}{2}$  RT (round trip) local price of the service class in which the travel is to be provided shall be found in case of the local travels. The difference between the OW local prices meeting the specified criteria instead of the  $\frac{1}{2}$  RT local price shall be found in case of the OW (oneway) travels.
- In case of “beyond” travels, the local prices of the flight in which downgrade has been made shall be compared. In this comparison, the difference between the lowest  $\frac{1}{2}$  RT local price of the service class specified in the passenger's ticket and the highest  $\frac{1}{2}$  RT price of the service class in which the travel is to be provided shall be checked.



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In case of award ticket, the passenger is guided to the Company's feedback channels (call center, [www.thy.com](http://www.thy.com)) for the mile difference return of the downgraded route in the same category.

#### 6.3.4.1. Compensation Payments in case of Downgrade

In case of the RT travels, the compensation shall be calculated over the lowest  $\frac{1}{2}$  RT local price of the service class specified in the original ticket for the flight in which the irregularity has emerged. In case of the OW travels, the compensation shall be calculated over the OW local prices meeting the specified criteria instead of the  $\frac{1}{2}$  RT local price.

**Of the lowest  $\frac{1}{2}$  RT local price or OW local price;**

- **30%** for flights between 0-1500 km,
- **50%** for flights between 1500-3500 km,
- **75%** for flights over 3500 km

**shall be paid as compensation.**

**In case of award tickets (tickets issued in consideration of air miles);**

- **3,000 miles** for flights between 0-1500 km,
- **5,000 miles** for flights between 1500-3500 km,
- **10,000 miles** for flights over 3500 km

**shall be paid as compensation.**

**Example 1:** If IST/NYC is downgraded in (Local) IST/NYC/IST travel, 75% of the price the passenger paid for that flight shall be paid as compensation.

**Example 2:** If IST/NYC is downgraded in the (Beyond) BEY/IST/NYC travel, 75% of the lowest  $\frac{1}{2}$  RT local price of IST/NYC service class specified in the passenger's original ticket shall be paid as compensation.

The passengers who have tickets issued by using the miles of the "Star Alliance" contracted airlines are not downgraded; they are exempt from this practice.

#### 6.4. Rules of issuing "DB Free" Ticket for Volunteer Passengers

For the passengers waiving the flight voluntarily, [FR.67.0019 Flight and Service Irregularities Release Form](#) shall be filled out, and the "DB Free" ticket indicated in Table-1 shall be issued.

- **The "DB Free" ticket has reservation right.** In case of no vacancy in the N or R reservation class, the stand-by passenger practices shall be valid as is the case with the normal paid tickets.
- **The "DB Free" ticket shall not be issued by selecting the connection flights. It shall be issued with two coupons at most.**
- The "DB Free" ticket to be issued for the passengers who cannot fly in the economy cabin shall be issued with the reservation class N and ticket fare code "DB00N1".



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- The "DB Free" tickets to be issued for the passengers who cannot fly in the business cabin shall be issued with the reservation class R and ticket fare code "DB00R1".
- It shall be allowed to change route and date within the kilometer limits indicated in Table-1 without collecting any price difference. **The "DB Free" ticket reissued as changed shall also be issued with two coupons at most.**
- In the event that the passenger has a conjunction ticket connected to another airline, if the passenger is transported to the final destination at a time later than the arrival time indicated in his/her original ticket as this passenger could not be transported and his/her connection flights could not be provided on time, the route of the "DB00N1" or "DB00R1" coded ticket to be issued and the distance to the destination station in the original ticket shall be arranged in compliance with the passenger's demand, considering the distance scale indicated in Table-1.

**Example:** For IST-FRA TK and FRA-ORD LH passenger, the "DB Free" ticket shall be based on the IST-ORD distance.

- The period of validity is one (1) year as of the date of issuance of the "DB Free" ticket.
- Taxes of the "DB Free" ticket shall be paid by the Company, and issued as "invoice" and invoiced to the invoice address number 00001.
- The number of the ticket and coupon on which denied boarding has been implemented shall be associated to the DBC/DBO MCO or DB00N1, DB00R1 ticket.
- In order that the passenger's reservation is approved with priority, the "Remarks" field of PNR shall be annotated as "Issued due to DB" with the permanent "remarks" entry (5..).
- The accounting coupon/copy of the ticket shall be filed as attached with the original copy of [FR.67.0019 Flight and Service Irregularities Release Form](#), PNR, and the DBC/DBO message. Another copy of the form shall be given to the passenger.

#### 6.5. "Denied Boarding" MCO Issuance Rules

The compensation payments shall be made by issuing compensation MCO (paper MCO or EMD).

##### 6.5.1. Paper MCO Issuance Rules

- DBC MCO shall be issued for the payments to be made to passengers denied boarding due to commercial overbooking, and DBO MCO for the payments to be made to passengers denied boarding due to operational reasons.
- While calculating the Turkish Lira equivalent of the compensation to be paid, the foreign exchange selling rate of the Turkish Central Bank at the date of the flight irregularity shall be taken as basis. The payment shall be made by converting the amounts indicated in EURO in the tables into the local currency of the country where the payment is made.
- In the event that the MCO issued in Turkey is converted into cash in Turkey, the "Turkish Central Bank Foreign Exchange Selling Rate" at the date of issuance of the MCO shall be used.



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- In the event that the MCO issued abroad is converted into cash in Turkey, the “Turkish Central Bank Effective Buying Rate” at the date of return shall be used.
- “Global Fares FZS” entries shall be used in conversion into cash of an MCO issued in Turkey abroad, or an MCO issued by any foreign station at another foreign station.
- The DBC/DBO MCO to be issued as preferred by the passenger can be used for ticket and baggage payments. The statement of “Good for transportation and excess baggage” shall be written in the “Type of service for which issued” field of the MCOs.
- The DBC/DBO MCO to be issued as preferred by the passenger can be used for ticket and baggage payments. The statement of “Good for transportation and excess baggage” shall be written in the “Type of service for which issued” field of the MCOs.
- The MCO processes shall be carried out in the TK offices only.
- The MCO is issued to the name of the passenger denied boarding; the name may not be changed nor may the MCO may be transferred to another person.
- Lost MCO shall not be reissued.
- The MOC shall be valid for the TK flights only.
- The following shall be written in the “Remarks” field of the MCO: “DUE TO DBC FOR TK .... (flight number)” or “DUE TO DBO FOR TK .... (flight number)”.
- In the event that the passenger has a conjunction ticket connected to another airline, if the passenger is transported to the final destination at a time later than the arrival time indicated in his/her original ticket as this passenger could not be transported and his/her connection flights could not be provided on time, the MCO shall be based on the final destination.
- The MCOs shall be issued with a EURO amount, when it is demanded to convert an MCO into ticket, this conversion shall be done as per the rules of converting MCO into ticket.
- After it has been converted into ticket, if it is demanded to return the ticket, the return shall be carried out as per the rules of return of price and within the period of validity of the DBC MCO. (An issued ticket may not be converted back into MCO.)
- The accounting coupon of the MCO shall be attached with the original copy of [FR.67.0019 Flight and Service Irregularities Release Form](#), PNR record, the electronic ticket copy or the photocopy of the flight coupon, and the DBC/DBO message.
- The number of the ticket and coupon on which denied boarding has been implemented shall be associated to the DBC MCO or DB00N1/DB00R1 ticket.
- The validity and return period of the MCO issued due to denied boarding is one year as of the issuance date. Once the MCO is converted into ticket, the rules of the ticket apply; however, the start date of the travel is limited to the validity period of the MCO.
- The relevant MCOs shall be invoiced to the invoice address number 00001.



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### Denied Boarding Implementation Procedure

#### 6.5.2. Rules of EMD Issuance

The restrictions and rules that apply to MCO shall also apply to EMD issued electronically. The EMDs can be inquired electronically in the system.

## 7. Attachments

[FR.67.0019 Flight and Service Irregularities Release Form](#)

[FR.67.0329 Passenger Rights](#)

[FR.67.0331 On Counter Notification](#)

## 8. Table of Revisions

Rev. No.	Contents of Revision
00	Initial issue
01	Revisions and additions have been made to articles of the sections 3. Definitions, 4. Responsibility, 5. References and Documents Referred, and 6. Implementation, and the "Entry into Force" section has been deleted.
02	<p>In the section 2. Scope, <a href="#">DK.22.017 SHY-PASSENGER Regulation on Rights of Passengers Traveling by Air</a> part has been detailed.</p> <p>In the section 3. Definitions, the phrase "DBT EMD" has been replaced with "Traveler's Cheque".</p> <p>The section 4. Responsibility has been updated.</p> <p>The detailed responsibility for passenger grievance and satisfaction in the section 4. Responsibility has been moved to article 6.1.</p> <p>In article 6.1.3., the reference document item has been added.</p> <p>In article 6.2., the information on detection of the overbooked flights and the flights detected to be under the risk of overbooking has been updated and detailed; the methods of communication of the Station officials with the passengers before the overbooked flights have been detailed.</p> <p>In article 6.3., the reference number has been changed, and the passenger contact points have been detailed.</p> <p>In article 6.3.1., the method of notifying the voluntary/involuntary passengers whose travel cannot be provided has been updated.</p> <p>In article 6.3.2., the "DBT EMD" phrase has been replaced with "Traveler's Cheque", and the method of informing the passengers has been detailed.</p> <p>In article 6.3.3., the phrase "30% cancellation fine for the domestic tickets" has been deleted; <a href="#">DK.22.017 SHY-PASSENGER Regulation on Rights of Passengers Traveling by Air</a> part and the text on the transport expenses paid back to the passenger has been detailed.</p> <p>In article 6.3.4., the Company feedback channels have been detailed.</p> <p>In article 6.4., the "comfort" has been deleted.</p>