

INFORMATION NOTICE

Subject: New Procedure for Seat Change Process

Dear Business Partner,

A new procedure regarding **free changes** of our **seat product** will be implemented as of **August 1, 2025**. This process will apply retroactively to **seat changes made on July 2025 flights**.

New Operational Rules

1. Not Suitable for Exit Seat:

Only passengers seated in **emergency exit rows** can have their seats changed free of charge using the “Not Suitable for Exit Seat” reason code.

2. Balance Setting:

For a change to be made under the “Balance Setting” reason, the **aircraft load factor must be below 90%**, and the change must be **within seat sections inside the cabin**.

3. Special Guest Services:

To use the “Special Guest Services” reason, the passenger must either have a **Wheelchair SSR** or be **65 years of age or older**.

4. VIP – Executive Approval:

The “VIP – Executive Approval” reason requires that the passenger has a **VIP SSR** in their booking.

Penalty & Invoicing

All seat changes that **do not comply with the rules stated above** will be subject to **penalty invoicing** as follows:

- **Domestic (DOM Flight):** 250 TL per seat
- **International (INT Flight):** 10 EUR per seat

These charges will be invoiced to stations accordingly.

Process Management

Similar to the **excess baggage process**, a report of non-compliant seat changes will be shared with relevant stations at the end of each month for review and feedback.

To ensure the accurate and smooth execution of this process, we kindly request your support in informing local teams and maintaining process discipline.