



READ AND SIGN

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Topic: Important Reminder Regarding Türkiye Entry Rules

Dear Partners,

We have recently seen that some passengers were accepted for travel even though Timatic clearly gave a **"NO"** result. **This is a serious issue that can cause big problems not only for our airline but also for the stations involved, potentially resulting in severe penalties.**

We would like to highlight two recurring and now unacceptable violations:

- **Accepting passengers with a passport validity of less than 61 days:** According to Türkiye entry rules, many nationalities must have a passport valid for **at least 61 more days**. In such cases, Timatic provides a clear **"NO"** response. Despite this, accepting the passenger for the flight is **a clear violation of the rules**.
- **Accepting passengers without a valid visa:** For nationals who are not visa-exempt, Timatic will clearly indicate **"NO"** if a valid visa is not presented. Accepting these passengers despite this warning is also **a clear rule violation**.

To ensure the proper functioning of the TIMATIC system, all API data—including gender, visa, and residence permit information—must be entered accurately and completely. **If all data is correctly entered and Timatic still returns a "NO" response, the agents must not override this with comments such as "DOC OK," "OK," "VOA," or "YES," and the passenger must not be accepted for travel. This rule is clear.**

All teams must carry out Timatic checks **thoroughly and accurately**, and no passenger should be accepted unless their travel documents are 100% compliant with the rules.

We would like to emphasize that no flexibility or initiative will be allowed in this regard, and **we kindly request that necessary action be taken urgently.**

Regards,
Aquil