



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