



Topic: TIMATIC / INAD prevention

Dear Team,

I would like to remind everyone once again how important it is that you read TIMATIC. We had a case recently where TIMATIC clearly said the passenger needed a visa and it was overwritten with "German residence permit ok". A German residence permit is not a visa for Turkey!

The screenshot displays a TIMATIC system interface. On the left, a form shows the following details: Nationality: Syria (selected from a dropdown), Document No: 014433743, and Timatic Response: No. A red message below the response states: "Please write an explanation to continue check-in". A text box contains "German Permission Card ok". A blue link "TIM Info" is visible. On the right, a warning message reads: "Entry are considered valid until expiration date. TR (Visa) --> REQUIREMENT: Visa required. Visa Exemptions: INFORMATION: Passengers of Turkish origin with passport and a national ID card (Nufus Card). Warning:".

Also a case recently happened: Agent accepted Ukrainian Customer to Russia.

Ukrainians are not allowed to enter Russia! The TIMATIC information is also very clear on this point. Please do not simply overwrite the TIMATIC info with documents that are not the ones the passengers need.



Another case:

PAX (Nationality MOZAMBIQUE) was checked in to TUR with e-visa. Timatic is saying following:

Warning:

INFORMATION:

E-visas issued on or before 6 July 2022 to nationals of Mozambique are considered valid until the end of their validity period.

PAX was INAD. Means ? E-visa was issued after 6.July 2022 and its not valid for travel anymore as PAX needs Visa in Passport. TIMATIC was not read properly.

An INAD (Inadmissible Passenger) costs the company a lot of money and the passengers are being transported back at our expense. This is neither nice for passengers nor for us to bear these costs.

Please always contact the Visa Team if you are unsure or have any questions.

Thank you!