

General Information

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TURKISH AIRLINES AGENCY BOOKLET

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Turkish Airlines, Turkey's national flag carrier was founded in Ankara on 20 May 1933 with a fleet of five aircraft.

As one of the fastest-growing airlines in the World, Turkish Airlines is a 4-star airline with a fleet consisting of 331 aircraft (passenger and cargo). Turkish Airlines flies to more countries in the world than any other airline, flying to a total of 300 destinations worldwide with 251 international and 49 domestic.

In addition to Europe, Turkish Airlines has also had strategic network expansion across Central Asia, the Far East, Middle East, Africa and North and South America. The Istanbul-based airline holds a strategic position located between East and West.

The substantial growth it has achieved in the last decade has put Turkish Airlines among the top airlines worldwide. Furthermore, it maintains its goal of becoming a global leader, consistently receiving accolades for its excellent service quality and unique flight experience.

As a member of Star Alliance (the world's largest airline partnership) since 2008, Turkish Airlines has not only focused on growth and profitability, but has committed to further increase its service quality. The national flag carrier has received numerous awards for its performance over recent years from the industry's most prestigious organizations including Skytrax Passenger Choice Awards.

Turkish Airlines won the "Best Airline in Europe" award for six consecutive years between 2011-2016 in Skytrax's survey and in 2017 was voted as the "Best Airline in Southern Europe" for the ninth consecutive time. Having won the "Best Economy Class Onboard Catering" award in 2010, Turkish Airlines was also chosen as "World's Best Business Class Onboard Catering" in 2013, 2014, 2016, and 2017. Winning the "World's Best Business Class Lounge" award in 2015 and 2017, the global carrier also picked up the "World's Best Business Class Lounge Dining" award for the third consecutive year.

Furthermore, the airline also rewards corporate clients by offering exclusive benefits through Turkish Airlines Corporate Club, an exclusive program for Turkish Airlines' corporate customers. It provides special fares extra luggage allowance and flexibility in rebooking and rerouting.

More information about Turkish Airlines can be found on its official website :

www.turkishairlines.com or its social media accounts on [Facebook](#), [Twitter](#), [YouTube](#), [Linkedin](#), and [Instagram](#).

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BENEFITS & BEYOND

EXCLUSIVE REDUCTION

- Network to over 300 Destination
- Up-front discounts up to 11 %
- Valid for Adult and Children

CATEGORY	DESTINATION BEYOND TURKEY						
	BUSINESS FLEXIBLE			ECONOMY FLEXIBLE	ECONOMY RESTRICTED		ECONOMY SUPER LOW
	C, D	Z, K	J	Y, B, M, A, H	S, O, E	Q, T	L, V
D1	11%	8%	4%	7%	6%	4%	2%
D2	10%	8%	4%	6%	5%	4%	2%
D3	9%	7%	3%	6%	5%	3%	2%

CATEGORY	DESTINATION TURKEY			
	BUSINESS FLEXIBLE		ECONOMY FLEXIBLE	ECONOMY RESTRICTED
	C, D	Z, K, J	Y, B, M, A, H	S, O, E, Q, T
D1	5%	4%	3%	2%
D2	5%	3%	2%	2%
D3	4%	3%	2%	2%

- Up to 3 point of origin (5 POO apply, according to company network needs and flight data with Turkish Airlines)

EXCLUSIVE LUGGAGE ALLOWANCE

BOOKING CLASS	TCC PREMIUM	
	Weight Concept	Piece Concept*
BUSINESS	50 Kg	2 pcs x 32 Kg
ECONOMY	40 Kg	2 pcs x 32 Kg

*The baggage piece concept applies for flights to and from Angola, Argentina, Benin, Burkina Faso, Cameroon, Canada, Colombia, Cuba, Democratic Republic of Congo, Gabon, Ghana, Guinea, Ivory Coast, Japan, Madagascar, Mali, Mauritania, Mauritius, Nigeria, Panama, Senegal, Seychelles, Sierra Leone, South America, Sudan, The United States of America and Venezuela

FLEXIBILITIES (REBOOKING / REROUTING / REFUND / NO SHOW)

- Free Re-booking & Re-routing* (*on the same booking class, except U,W,P class)
- Full refund* (*except U,W,P class)

BOOKING CLASS	PENALTIES			
	REBOOKING	REROUTING	REFUND	NO SHOW
C, D, Z, K, J, Y, B, M, A, H, S, O, E	FREE	FREE	FREE	FREE
Q, T, L, V	FREE	FREE	USD 80	USD 80
P, W, U	AS PER PUBLISHED FARE AS PER PUBLISHED FARE (NOT APPLICABLE AS CORPORATE FARE)			



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PASSENGER NAME

- Characters (including title) Refer to GDS maximum character
- Must be same as a passport (front page or see page 4 page depend with Visa)
- Single name must input repetition (for passenger can online check-in)

CHILDREN AND INFANT

- Children passenger between 2 years – under 12 years
- Infant passenger between 8 days – under 2 years
- Infant should be accompanied by their parent.
- One adult is allowed to accompany to one infant .
- Infant ticket must be issued for infants
- In the event that one parent demands to travel with more than one infant, infant tickets must be issued for the first infant, child tickets should be issued for the other infants.

AGENT COMMISSION

- For International sector, as long as issue at Travel Agent and auto price, Agent will get 7% commission
- For Seaman fare, No Commission
- For Domestic Flight , No Commission

REBOOKING FEE

- Rebooking fee will be put on taxes with code “ CP “
- Before departure itinerary must be re-priced using current fares
- The itinerary must meet all rule provisions of the newly ticketed fare, including advance purchase

NO SHOW FEE

- Cancellation within 24 hours before departure will be considered as No Show
- Agent have to reissue ticket within 24 hours, otherwise No Show fee have to be charge.
- No Show fee will be put on taxes with code “ NS “
- Flight coupon of a passenger having a reserved seat but not showing up check in desk for on time, is accepted as No Show
- Reservation needs to cancelled and ticket needs to reissued before the original flight
- Otherwise is accepted as No Show

REFUND

- Auto refund for totally unused ticket
- Manual refund (BSP) for half used or reissued e-ticket, will take 3 – 6 months (don't change ticket status into refund)

VOID

- Contact Turkish Airlines City Office for more information.

INTERNET CHECK IN 1 X 24 HOURS

- No need to internet check in if already assign seat, especially for family or Group booking, to avoid seat number mixed up.

SEAT SELECTION VIA SYSTEM

- 3 Months before departure
- Business class : Can be done before issue ticket
- Economy class : After ticket issued.

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TURKISH AIRLINES DEBIT MEMO/BOOKING REGULATIONS

1. DEFINITIONS

Speculative / Fictitious Boking: Bookings made in an anticipation of a sale where no definite passenger exists / or for productivity purposes where no definite passenger exists by using fake names.

Administrative Booking: Bookings created for testing/agency training/business tracking services (printing itineraries or invoices)

Churning: Segments that are repeatedly cancelled and rebooked to circumvent time limits or to meet GDS productivity

Duplicate Bookings: Booking more than one segment/PNR for same passenger for same/different route.

No-Show: Inventory spoilage caused by a person who reserves a seat on a flight but neither it is attended nor cancelled.

Passive Booking: Non-active booking entered in the GDS to issue ticket for active booking originally hosted in the airline system

Inactive Booking: Segments in PNR with status code PN, HX, UN, NO, SC, TK, UC, US or WK.

Travel Service Provider: Agency or any entity booking the reservation on behalf of passenger.

2. ADM TYPES

2.1. Speculative /Fictitious Bookings ;

ADM is issued / 35.-EUR flat fee to all booking practices listed in below will be collected.

Post departure bookings.

Bookings made with fake names. Not limited to but such as surnames ABC/FGHJK/. Initials like A/B/C . Names of celebrities.

Impossible Bookings : Itinerary with bookings illogical for passenger to meet such as multiple destinations, bookings with connections that depart before arrival of the inbound flight.

Booking created to block the space or to reach the GDS designated productivity count, if there is no definite passenger.

Open segments entered for other than of ticketing purposes.

Repeatedly cancelled and rebooked to circumvent the time limits or to meet GDS productivity.

Repeatedly high cancellation ratio.

Remarkable amounts of unticketed and cancelled bookings made within 24 hours of flight departure (same day bookings)

2.2. Passive Bookings

ADM is issued / 35.-EUR flat fee to all booking practices listed in below will be collected.

Passive segment may be entered only for ticketing purposes when booking is made through the airline system otherwise it is subject to ADM.

Passive segments must not be used to create a copy of a PNR when passenger requests an invoice or itinerary. For keeping copy of an itinerary please use the GDS entries under Item 2.4.

All NO status codes must be deleted from PNR as this booking is rejected by airline.

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All "NO" status codes must be deleted from PNR as this booking is rejected by airline. Travel service supplier will receive NO status code for airline upon the below circumstances:

NO status code

Status	Explanation
NO Ticketing Authority	This message is only sent to non-accredited agencies.
NO Matching PNR Found	This message is sent when the passive segment does not match any record in the airline's system.
Spelling Error Correct Name	Passenger's name should be entered accordingly to the active booking created in the airline's system.
PNR Is Under Control Of Another Agency	Active booking held in the airline's system has been created by another agency. The booking should be queued to agency for ticketing, provided that both agencies are using the same GDS.
Class Mismatch Cancel And Verify	The class of the passive segment does not match the class of the original booking.
Holding Active Booking From You	Active segment held in the airline's system is originally created by the same agency. Agency should issue ticket off the active record.
PL Segments Are Not Accepted	Passive waitlists are not accepted, as passive segments are only to be entered to issue ticket for confirmed segments.
Passive Segment Message Previously Received	This message alerts agent that the segment has already been entered and accepted.
No Exact Match Please Verify	The number in the party does not match the record held by the Turkish Airlines.
Active Segment In The Airline's System Is Waitlisted	Agency cannot enter passive segment until the waitlisted segment has been confirmed.
Invalid Airport Code Cancel And Verify	Agency has entered a passive segment with a wrong airport code / city code.
Flight Number Mismatch-Cancel And Verify	Flight number of passive segment does not match the flight number in the airline's system.
There Is An Active Booking On The Same GDS	Another agency has originally created the active PNR
Active PNR Is Cancelled In Airlines System	Active booking has been cancelled in the airline's system. Please check the original PNR.
Name Mismatch-Cancel And Verify	When the names in the PNR do not match the names received previously. Mismatch exceeds 2 characters (two letters)

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2.3. Duplicate Bookings

A booking more than one reservation for the same passenger within one or more GDS created by the same agency The following bookings are considered duplicate bookings ADM is issued / 35.-EUR flat fee will be collected.

The same flight number on the same or different date. Flight segments in a PNR are active or passive.

Different flight numbers for the same city pair for the same or for a different date.

Different destination point on the same or different date.

Same or nearby airport.

Similar itinerary booked on other airline/codeshare airline /joint venture airline and Turkish Airlines

2.4. Test Bookings

Bookings created in a live mode for agency training/ business tracking purposes / obtaining customer visa are considered test bookings ADM is issued /35.-EUR flat fee will be collected.

Test Bookings information

GDS	Segment/Status	Codes
Sabre	YK Status Code	OTK006J01NOVORDISTYK1
Amadeus	Ghost Segment	SSTK108Y12JULISTESBGK1/08000900/PNR NO See Help Pages: HE SS,MS625
Worldspan	Travel Segment	(From availability screen) 01Y1@TVL See Help Pages: HELP TVLC
Galileo	Tour Segment	OTURTKBK11ST26NOV-FREE FORMAT See Help Pages: H/AUXS

2.5. Inactive Bookings

Agent should monitor the queues regularly and remove all inactive segments.

All inactive segments must be removed 24 hours prior to departure time.

The following bookings are considered inactive bookings ADM is issued /35.-EUR flat fee will be collected.

All unremoved inactive HX,UN,UC,NO,SC,TK,US,PN or WK status codes in a PNR.

All unremoved waitlisted segments which are no longer needed. When the desired waitlisted segment is confirmed, others must be cancelled.

2.6. System Abuse/Married Segment Violations

System Abuse / Married Segment violations are being monitored by Turkish Airlines and the bookings created and/or ticketed accordingly will be sentenced to ADM. Following fee will be collected from the creator-owner / ticketing agencies.

For Domestic Bookings (to/from Turkey) created via Agencies in TR market 500.-TRYper passenger / per PNR

For Continental flights created by System Abuse / Married Segment violations (to/from Asia, Europe, Middle East, Africa) 500.-EUR per passenger / per PNR

For Intercontinental flights created by System Abuse / Married Segment violations (to/from America, Far East) 1000.-EUR per passenger / per PNR

Besides having an ADM , the agencies responsible for such abuses may also be blacklisted for using Turkish Airlines' services ;such as availability display, booking and ticketing. In case the creator/owner and the ticketing agencies are different , both agencies will be sentenced to such penalty.

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2.6.1. Married Segment Violations

The following are considered “Married Segment Violations”.

Manipulation on married segments.

Partial cancellation of any married segment made against rules

Any activity to use fake flights/destinations in order to book for lower classes for the desired segments.

2.6.2. System Abuse

All the transactions made intentionally to be able to retrieve confirmed space for the lower fares/closed classes will be considered as “System Abuse” and those agencies responsible for such transactions will be restricted to display or sell any Turkish Airlines service/flight.

A few examples are given below which should not be considered as the whole group of system abuses;

To send the outbound flight first in order to change the point of commencement of the whole journey,

To hold the sell transaction for a long time before EOT in order to be able to cause a link down , etc.

We would like to mention once again about that “system abuse” is not limited to the two examples given above, but just two of them.

2.7. High ratio of ‘No-Show’ Bookings

For such abuses, responsible agency will be subject to an ADM that will be calculated as the highest fare on the related route. Any kind of ticketing causing remarkable no-shows, such as but not limited to ; No-shows occurred for the segments created in order to be used just for ticketing the whole itinerary with a lower fare.

Remarkable amount of no-shows occurred within a certain or different flights, etc.

2.8. Uncommitted Bookings

Uncommitted Bookings are bookings not finalized with EOT (End of Transaction). If they are held longer than the usual time necessary to close the sale, seats are blocked in our flight inventory and TK risks not able to sell such seats. Without creating a PNR to hold or block a seat on a flight inventory is considered as abuse and will be sentenced to ADM. 50.-EUR flat fee will be collected per seat.

2.9. Hidden Groups

Booking 10 or more passengers on at least one common flight segment within their itinerary shall be requested as a group booking. Booking them in two or more individual PNRs is considered as “hidden” group, which is not allowed. Such bookings are subject to ADM. 50.-EUR flat fee will be collected per seat / per PNR

Passive Group Reservations

In order to avoid any rejections when issuing individual tickets with a passive status code for active group bookings held in Turkish Airlines reservations system, it is mandatory to add a *TCP*(to complete party) information to the passive PNR.

Please use the following *TCP* format prior to *EOT* entry 3OSI TK TCP30 (number of passengers in the group), GROUP NAME

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2.10. Special Time Limit

Agency who has been offered by “special time limit” must issue the tickets according to this time limit requirements otherwise this privilege will be cancelled and will be sentenced to ADM. 50.-EUR flat fee will be collected per seat/per PNR

3. TIME LIMIT AND TICKETING RULES

Avoid “Churning”, excessive and repeated booking and cancelling of segments to circumvent time limits or to meet GDS productivity

Avoid “No-Shows”; Inventory spoilage caused by agents failure to issue ticket and/or cancel un ticketed reservations. Avoid questionable cancellations prior to the scheduled flight.

Time limit requirements and fare rules must be adhered to and ticket must be issued according to the booking status. Confirmed status may not be used unless received from TK

Avoid confirmed ticket issued for a unconfirmed booking.

Agent must not create a PNR in order to check the fare and other information.

Agent must not book itinerary in one class of service and issue ticket in another class of service.

Ticketing must be done in the same GDS in which the original booking is made.

PNR transfer entries

Sabre	6*TA/PCC (see F*SQLRT for details)
Amadeus	ES PCC-B
Galileo	QEP/PCC
Worldspan	QEP/PCC

SERVICE CHARGE and ENFORCEMENTS AGAINST FRAUD AND FRAUDULENT TRANSACTIONS

- Service charge of 15 EUR will be applied for each and every valid ADM.
- Service charge will be added on the discrepancy and both the service charge and the ADM will be cancelled in case the ADM is invalid and null.
- Service charge of 15 EUR will also be applied for ACMs for which Turkish Airlines is not operationally responsible. In this case, service charge will be deducted from the ACM amount and the remainder will be issued as an ACM.
- Service charge equal to the amount of the bank commission will be applied for chargeback ADMs.
- If the fraudulent transactions are found out, “FRAUD PENALTY” up to 10 times the amount of the discrepancy will be applied.
- FRAUD PENALTY will be added upon the ADM amounts.

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CLAIM MISSING MILES THROUGH CUSTOMER RELATION WEB

- Open link : <https://www.turkishairlines.com/en-us/any-questions/customer-relations/index.html>
- Choose : “ Continue without sign in “
- Choose : “ New Feedback “
- Complete “Personal Details “
- Feedback Category “Miles and Smile Program “
- Feedback Reason “Request “
- Feedback Subject “Claim Missing Miles “
- Choose if its related to the flight
- Complete “Itinerary details “
- Kindly write your request on : Your Feedback.
- Kindly attach your ticket and Boarding Pass
- Please follow the next instruction until finish.

Feedback takes time 1-7 working days.

Please keep your feedback file number in order to follow up to us, if you haven’t got any response from our customer relations at Head Office Istanbul

CHARGEABLE SEAT

- Pax can purchase For Emergency Exit Seat Row, 1st Row seat (Extra Legroom).
- Baby Bassinet, Until 48 Hours before departure through WEB

<https://www.turkishairlines.com/en-int/flights/fly-different/seat-selection/#tcm508-96374>

Route	Flight class	Seat type	Fees	Selection period
All flights	Business	All seats	Free	355 days before flight
Domestic flights	Economy	All seats	Free*	24 hours before flight
International flights	Economy	Standard	Free	100 days before flight
International flights	Economy	Seats with more leg room	USD 19.00 - USD 79.00**	355 days before flight***
AnadoluJet flights	Economy	All seats	TRY 15.00 - TRY 22.00	355 days before flight****

*On domestic flights, Economy Class seats can be selected free of charge within 24 hours of departure during online check-in.

**Due to technical and operational reasons, chargeable seat selection is not available on some flights.

***All seats are free for the last 48 hours on International flights.

****All seats are free for the last 24 hours in Anadolu Jet flights.

STPC IN ISTANBUL

- Passenger who have long transit Time in Istanbul due to no immediately connecting flight, from International to International sector (All flight with Turkish Airlines).
- Will be entitle for STPC in IST :
 - Economy Class : Minimum 10 hours connecting time
 - Business Class : Minimum 07 hours connecting time
- All Istanbul Visa is under passenger expense and responsibility.
- Hotel will be arranger on the spot at IST upon arrival at Istanbul Ataturk airport, passing immigration counter, go to Hotel Help Desk Turkish Airlines (located nearby Starbucks)

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GROUP BOOKING POLICY

Updated : 07 February 2018

FARE CONDITION

Group Fare is subject to seat confirmation and group size.

Main group minimum of 10 pax.

No Child Fare. Infant 10% of FIT Fare.

No FOC

The group must travel together for the outbound journey.

DEPOSITS AND DATELINES - LOW SEASON

Time of Booking	> 6 months before departure	6 – 3 months before departure	2 – 1 months before departure	< 1 month before departure
Booking Fee* IDR 1,500,000/PNR	1 week after confirmed	1 week after confirmed	2 days after confirmed	n/a
Deposit** IDR 1,500,000/PAX	3 months before departure	2 months before departure	7 days after confirmed	3 day after confirmed
Full Payment	1 month before departure	1 month before departure	10 days after confirmed	1 week after confirmed
Ticketing*	2 weeks before departure	2 weeks before departure	2 weeks before departure	2 weeks before departure

*If Group Ticket not issued 2 weeks before departure , TK Group desk has right to cancel the group seats without notice and all charges still apply

DEPOSITS AND DATELINES - HIGH SEASON

Time of Booking	> 6 months before departure	< 6 months before departure
Booking Fee* IDR 1,500,000/PNR	1 week after confirmed	1 week after confirmed
1 ST Deposit** IDR 1,500,000/PAX	4 months before departure	3 months before departure
2 ND Deposit** IDR 1,500,000/PAX	2 months before departure	2 months before departure
Full Payment	1 month before departure	1 month before departure
Ticketing	2 weeks before departure	2 weeks before departure

DEVIATION POLICY

Main group must remain minimum 10 pax

Deviation only for return sector only

Deviation Fee IDR 950,000/PAX

Group Fare for deviation is subject to seat confirmation

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CANCELATION POLICY

Time of Booking	Penalty
> 45 Days before departure	Booking Fee IDR 1,500,000 /PNR
45-30 Days before departure	Booking Fee IDR 1,500,000/PNR + Deposit fee IDR 1,500,000/Pax* Example: * Booking 45 Pax and cancel 7 seats within this period (80% materialization from 45 seat = 36 Seat, pax depart only 38 Seat) No Charge * Booking 45 Pax and cancel 12 seats within this period (80% materialization from 45 seat = 36 Seat, pax depart only 33 Seat) Booking fee IDR 1,500,000 + Charge : 3 X 1,500,000 = IDR 4,500,000 * Booking 45 Pax and cancel all within this period Charge : Booking fee IDR 1,500,000 + (80% materialization from 45 seat = 36 Seat) Charge : 36 X 1,500,000 = IDR 54,500,000
29-15 Days before departure	Penalty IDR 1,500,000/pax Example : * Booking 45 Pax and cancel 7 seats within this period (80% materialization from 45 seat = 36 Seat, pax depart 38 Seat). Charge : 7 X IDR 1,500,000 = IDR 10,500,000 * Booking 45 Pax and cancel 12 seats within this period (80% materialization from 45 seat = 36 Seat, pax depart only 33 Seat). Charge : Booking fee IDR 1,500,000 + 12 X 1,500,000 = IDR 18,000,000 *Booking 45 Pax and cancel all within this period Charge : Booking fee + Deposit
After Ticketing Time limit (14 Days before departure)	Charge : Ticket base fare + YR or Follow ticket rules (Valid for ticketed or un ticketed PNR)

* Group Materialization 80% from original total seats booked upon 1st Deposit

** Group tickets are Non-Changeable and Non-Refundable (including medical reason).



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DEPARTURE

CHECK IN

- Check in counter at Gate 1 terminal 2 D Soekarno - Hatta International Airport
- Check in counter open : 3 hours before departure
- Check in counter close : 1 hour before departure
- Passport and travel documents
- Name in the ticket same as passport
- For passenger with Inbound domestic flight, minimum connecting time 4 hours.

- Check in group, pre check-in one (1) day before
- Rooming list, email to : cgkops@thy.com
- Passport and travel documents
- Name in the ticket same as passport
- Other travel document
- On departure day, passenger baggage : 3 hours before departure

CHECK BAGGAGE ALLOWANCE

- Europe International Flight : Economy Class
Business Class 40 Kg
- America International Flight : Economy Class 02 Pcs (01 piece not more than 23 Kg)
Business Class 02 Pcs (01 piece not more than 32 Kg)

CABIN BAGGAGE

	Maximum pieces	Maximum weight	Maximum dimensions*
Business Class	2 pieces	8 kg (per piece)	55x40x23 cm
Economy Class	1 piece	8 kg	
Child passengers			
Infant passengers			

GOLF BAG

- Passengers can carry their first set of golf clubs free of charge (not include to baggage allowance)

ANIMAL IN CABIN (PETC)/ ANIMAL IN HOLD (AVIH)

- Traveling with pet is subject to space available (on request)
- Pet in cabin (for cat and dog) : Max pet + cage = 08 Kg
Dimension = 23x40x55
Max = 02
- Pet in AVIH : If weight more than 08 Kg, will be request it as AVIH (Cargo compartment)

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EXEMPT ITEMS LIST FOR LAGs

Liquids, aerosols and gels of any kind carried in containers with a maximum volume of 100 ml shall be placed in a 1 Liter bag. However, exemptions may be granted for certain LAGs which exceed the 100 ml limitation or are too large to be carried in a 1 Liter bag, if it can be shown that the items are essential for medical purposes or to meet special and essential dietary needs. In order to satisfy the requirements for such an exemption, passengers or staff members are required to provide written proof of authenticity for the exempted LAGs.

Turkish Airlines can apply exemptions under special circumstances such as:

1. Liquids needed during the journey.
2. Liquids required for medical purposes.
3. Special dietary requirements
4. Proof of exemption authenticity.

BOARDING PROCESS

- 1 hour 30 minutes before departure, passenger must be at boarding gate.
- Boarding time 1 hour before departure

ARRIVAL

- Lost or damage baggage :
 1. Passenger must provide travel document : passport, bag tag and boarding pass and ticket during reporting lost or damage baggage.
 2. Passenger report before exit the custom area
 3. For safety and security reason, report should be create by the passenger.

NEED TO BE CONCERN

- Pre check-in is needed for quick process queuing during check-in and comfort situation in the aircraft before depart, that makes the flight depart on time.
- Avoid to come last minute before check-in close.
- Baggage have to be labelled by the name and address of the passenger, that it will make easier to find the baggage when needed.
- If any damage or baggage lost occur, passenger to report before exit custom area.

For any question related to operational condition, Please email to cgkops@thy.Com

Agency Information Sheet

Turkish Airlines Inc. | Jakarta

Frequency CGK-IST-CGK	Boeing 777-300ER
Schedule (Local times)	Outbound 21:00 CGK / 05:00*1IST 1,2,3,4,5,6,7 Return IST 02:15 / CGK 18:00 1,2,3,4,5,6,7
Baggage	<ul style="list-style-type: none"> Economy Class : 30 kg + 1 x 8 kg hand luggage / Piece concept 2 x 23 kg + 1 x 8 kg hand luggage (Transatlantic & Africa) Business Class : 40 kg + 2 x 8 kg hand luggage /Piece concept 2 x 32 kg + 2 x 8 kg hand luggage (Transatlantic & Africa) Golf bags : 15 kg free per person (no PNR comment need)
Cabin Classes	Business : 49 Full flatbed seats (2-3-2) Economy : 300 Seats (3-3-3)
Transfer Flights	If more than 10 hours <u>inevitable</u> transfer time in Istanbul : Free Hotel (Business Class : 7 hour). Passengers contact Hotel Desk in Arrival Hall; Only valid on TK beyond - Turkey flights (not domestic flights)
Check-In	CGK Terminal 2 D - Gate 1. Open 3 hours before departure. Counters close 60 minutes before departure on international flight
Seat Reservations	Free of charge for all class (Eco 7 days, Business 90 days before)
Fleet	328 aircraft
Destinations	Europe : 114 Airport; Africa : 51 Airport; America : 17 Airport; Middle East : 34 Airport
Istanbul Tour www.istanbulinhours.com	Enjoy Free Istanbul City Tour for all International Transit Passengers by approaching Hotel Desk (After Immigration - Near Starbucks) - Turkey Visa excluded
Miles program & Alliance	Turkish Airlines Miles & Smiles Program : Classic, Classic Plus, Elite, Elite Plus A Star Alliance Member (All passenger holding any Star alliance membership can earn miles by flying Turkish Airlines)
CIP LOUNGES IST	<ul style="list-style-type: none"> Departure Lounge (World's Best Business Lounge) in Departure Hall / Transit Area. Arrival Lounge , After immigration next to Hotel Desk Accessible for Business Class Passengers, Elite or Higher and Star Alliance Gold Card

GENERAL ASSISTANCE
BSP (IATA & NON-IATA)
jakarta@thy.com

Working hours :
Mon - Fri : 8.30 - 23.00
Sat - Sun /
Public Holiday : 15.30 - 23.00

GROUP DESK
BSP (IATA & NON-IATA)
+62 21 5795 7666 Ext.2
Umroh : umrah.Jkt@thy.com
Leisure : sales.Jkt@thy.com

Working hours :
Mon - Fri : 8.30 - 17.30
Sat - Sun /
Public Holiday : Closed

TICKETING/RESERVATION
+62 21 5795 7666 Ext.1
Fax: +62 21 5795 7667
reservation.jkt@thy.com

Working hours :
Mon - Fri : 8.30 - 17.30
Sat - Sun/
Public Holiday : Closed

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