

A STAR ALLIANCE MEMBER 

GUIDELINES FOR SAFE TRAVEL



TURKISH AIRLINES

WIDEN YOUR WORLD



As Turkish Airlines, our priority is to make sure that you, our dear guests, have a safe and comfortable journey.

We want you to feel safe and comfortable during your travels. As the Turkish national flag carrier, we have specified new criteria and taken new measures in all our procedures together with health authorities, drawing on the experience of Turkey's successful fight against the Covid-19 pandemic.

We present you the guidelines for safe travel in this manual and wish you a pleasant flight.

**GUIDELINES
FOR SAFE TRAVEL**

A

**BEFORE THE
FLIGHT**

B

**AT THE
AIRPORT**

C

**BOARDING THE
AIRCRAFT**

D

ON-BOARD

E

**DISEMBARKING
THE AIRCRAFT**

A

BEFORE THE FLIGHT

1



ONLINE CHECK-IN

We recommend that you complete your check-in online via either our **mobile application** or **website** in order to reduce your contact rate.

2

PERSONAL MASK AND HYGIENE EQUIPMENT

As part of personal health measures, we recommend you to **wear a mask the moment you step out of your home.**

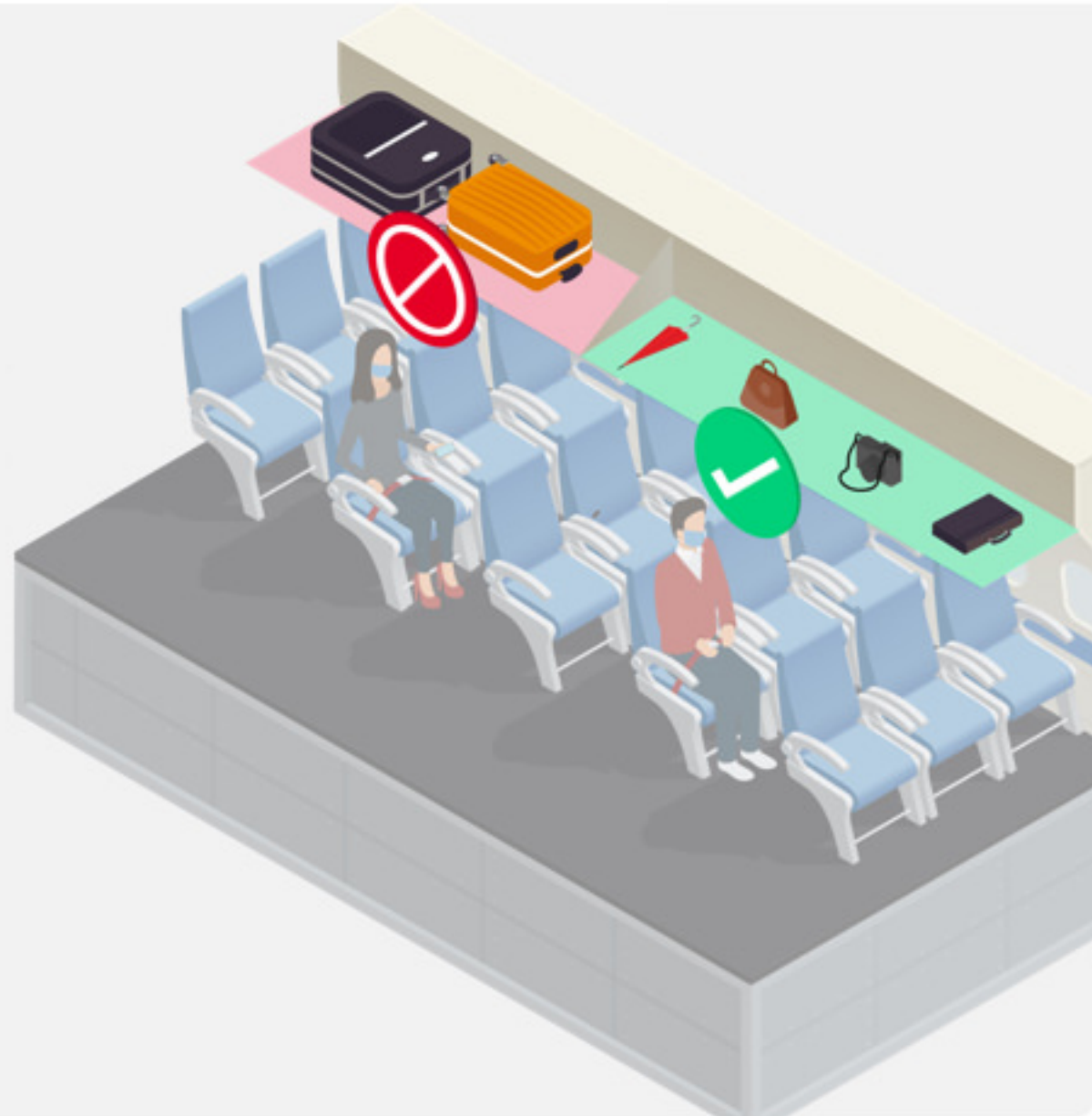
Since single use surgical masks should be **changed every four hours**, you must bring **extra masks** and **hygienic hand wipes** to last you the duration of your journey. Used masks should be put into personal **waste bag** without touching the front surface of the mask.



3

CABIN BAGGAGE

In order to minimize physical contact with your environment, you will only be **allowed to take personal and valuable belongings with you in the permitted size** (max. 40x30x15 cm and no more than 4 kg.). All other cabin baggage will be received during the check-in process as registered baggage. **Your unused cabin baggage allowance** will be added to your baggage allowance.

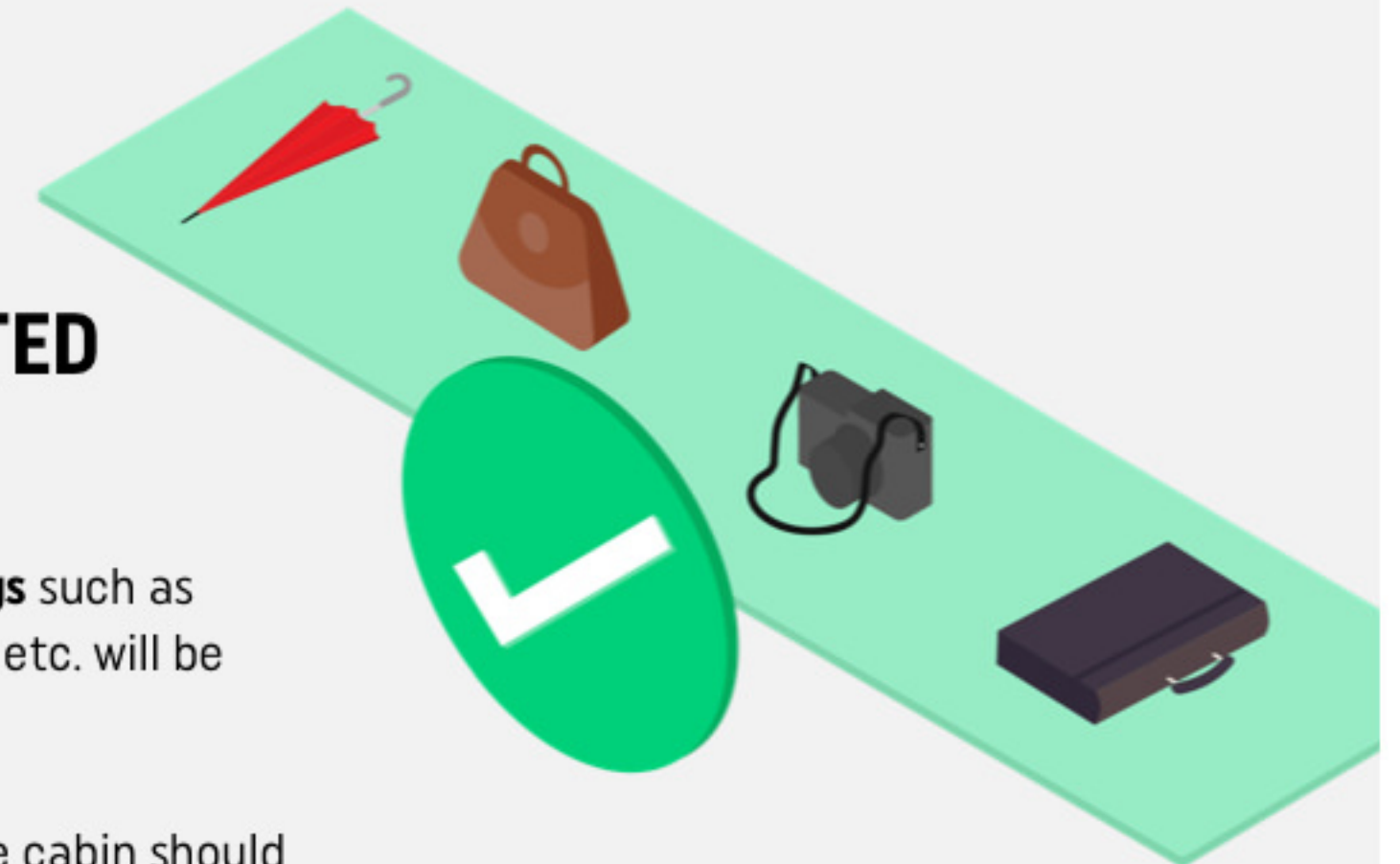


4

BELONGINGS PERMITTED IN THE CABIN

Only one of your personal belongings such as laptop bag, purse, camera, umbrella etc. will be permitted inside the cabin.

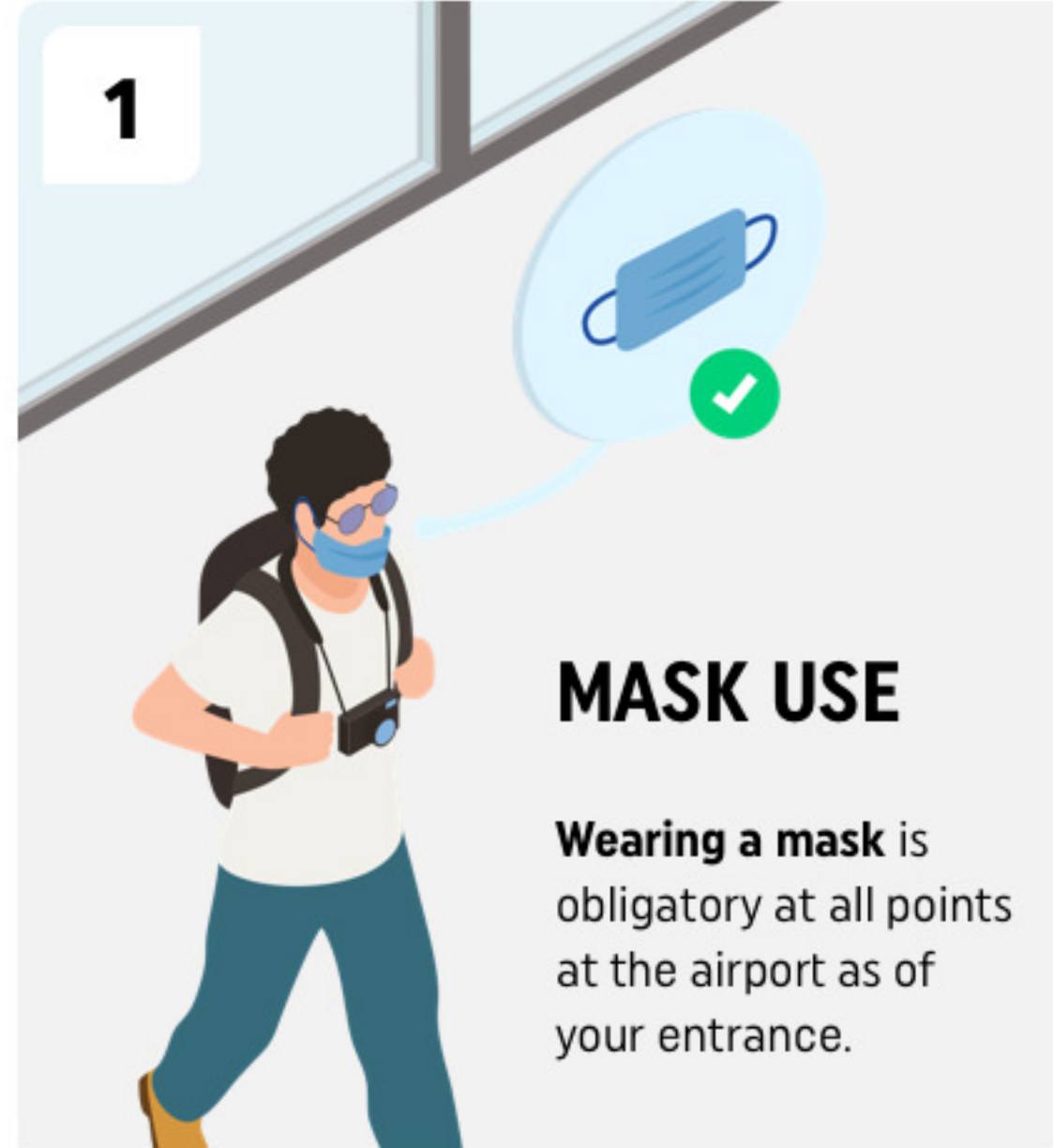
The items carried with you inside the cabin should be **max. 40x30x15 cm** and **no more than 4 kg.**



B

AT THE AIRPORT

1



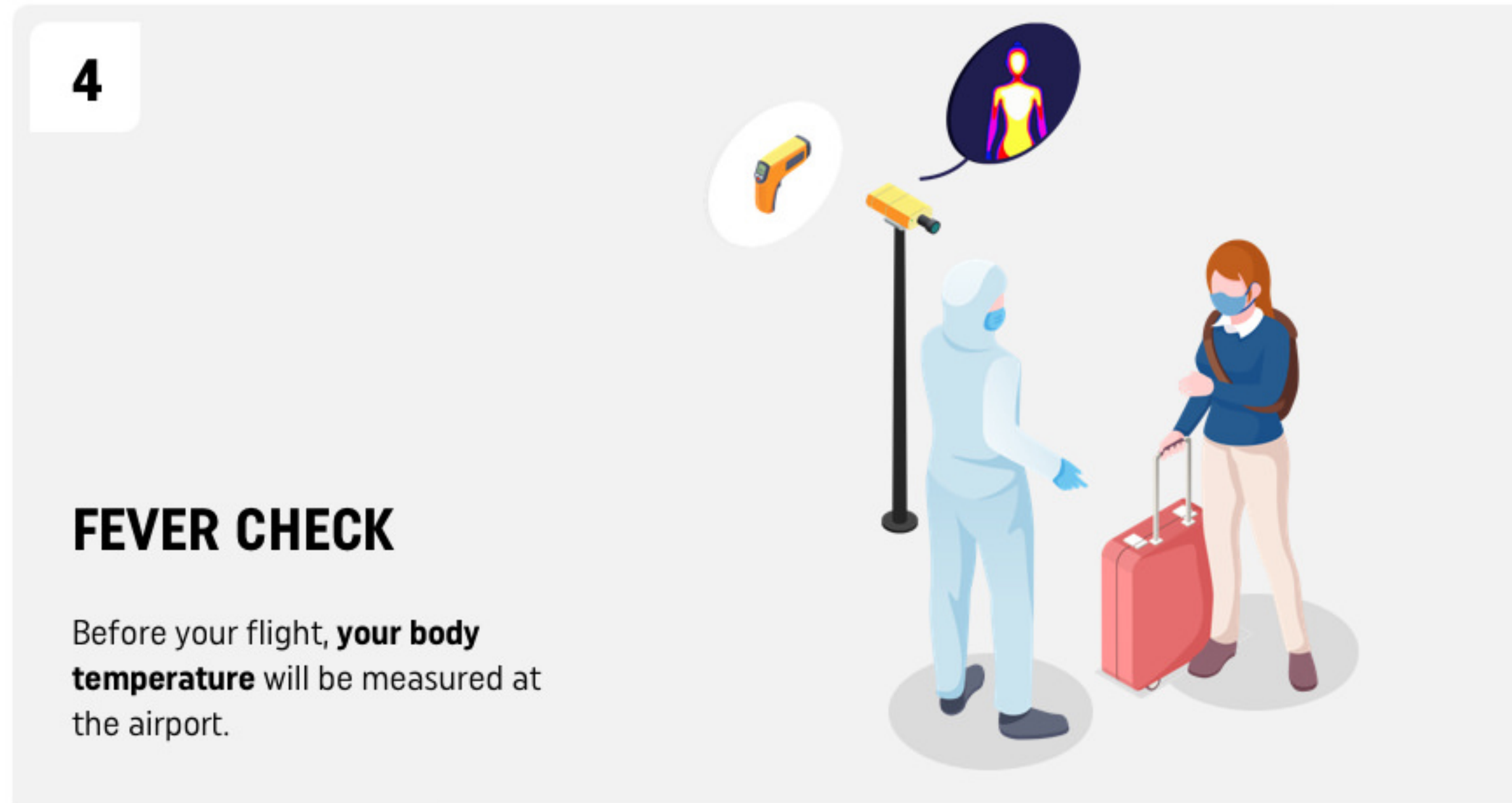
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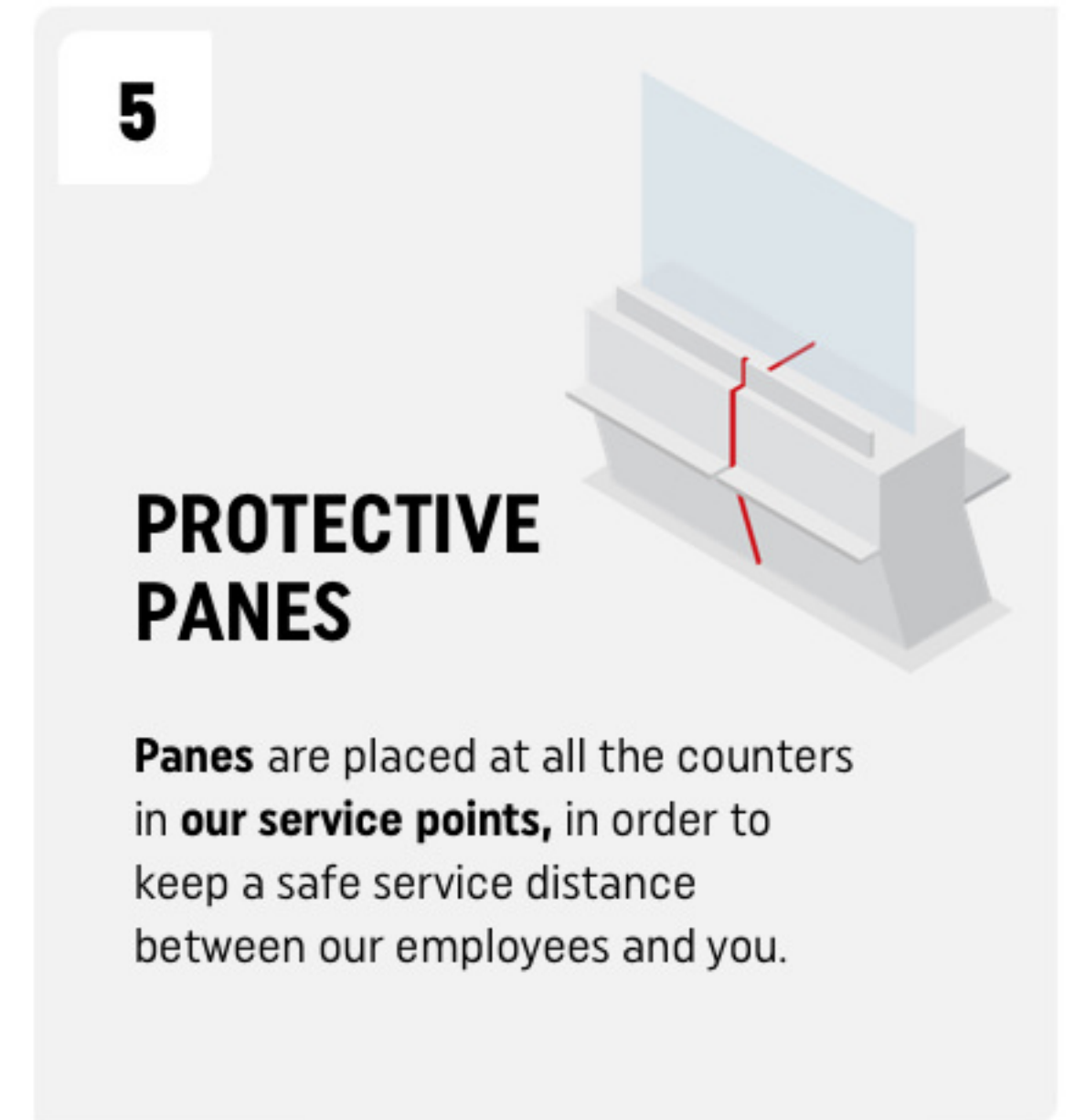
3



4



5



6

EQUIPMENT FOR PERSONNEL



All personnel at the airport use masks and other necessary personal protective equipment.

7

NO-CONTACT CHECK-IN

You can carry out your **no-contact check-in** and **baggage check-in** procedures at our counters without exchanging your passport or ID card.



8

NO-CONTACT SELF CHECK-IN

If you have a **domestic flight**, you can perform a no-contact check-in at our **kiosks** at the airport.



9

AUTOMATED BAGGAGE CHECK-IN

If you have acquired your boarding pass beforehand, you can check-in your baggage with **no-contact** at airports equipped with **Automated Baggage Check-In** kiosks.



10

PASSPORT CONTROL

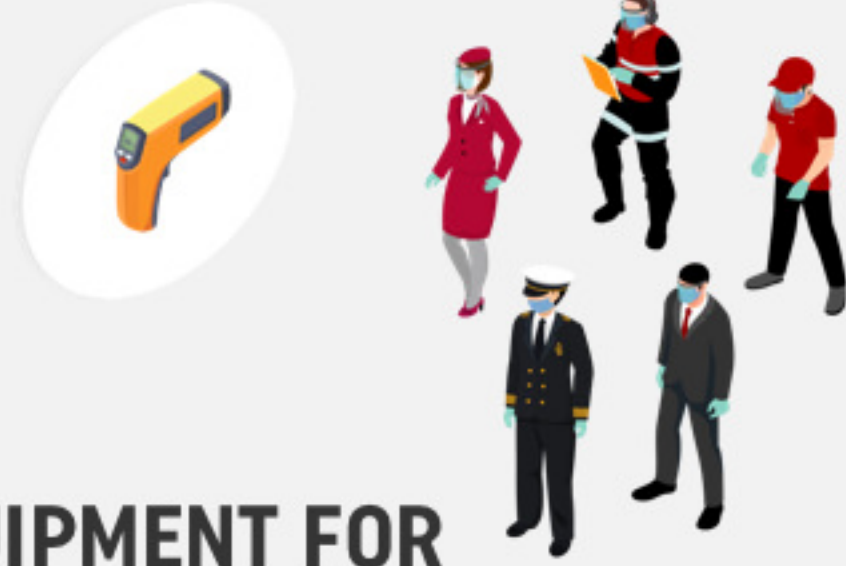
In order to keep **physical distance** at passport controls, lines are drawn at **1.5 meters** intervals and necessary measures are taken to ensure these are kept to.



C

BOARDING THE AIRCRAFT

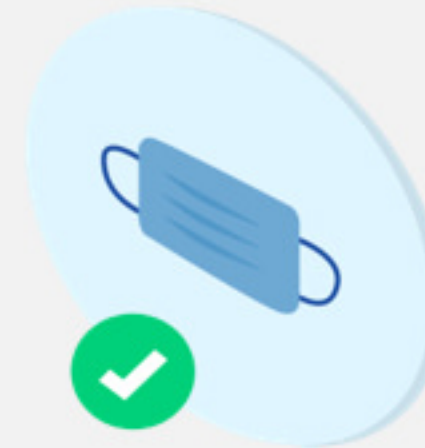
1



EQUIPMENT FOR EMPLOYEES

Before each flight, our cabin crews take a **temperature check**, and are provided with **masks, glasses, gloves** and **personal protective equipment** for in-flight use.

2



MASK USE

You must **wear a mask during all processes including boarding** the aircraft.



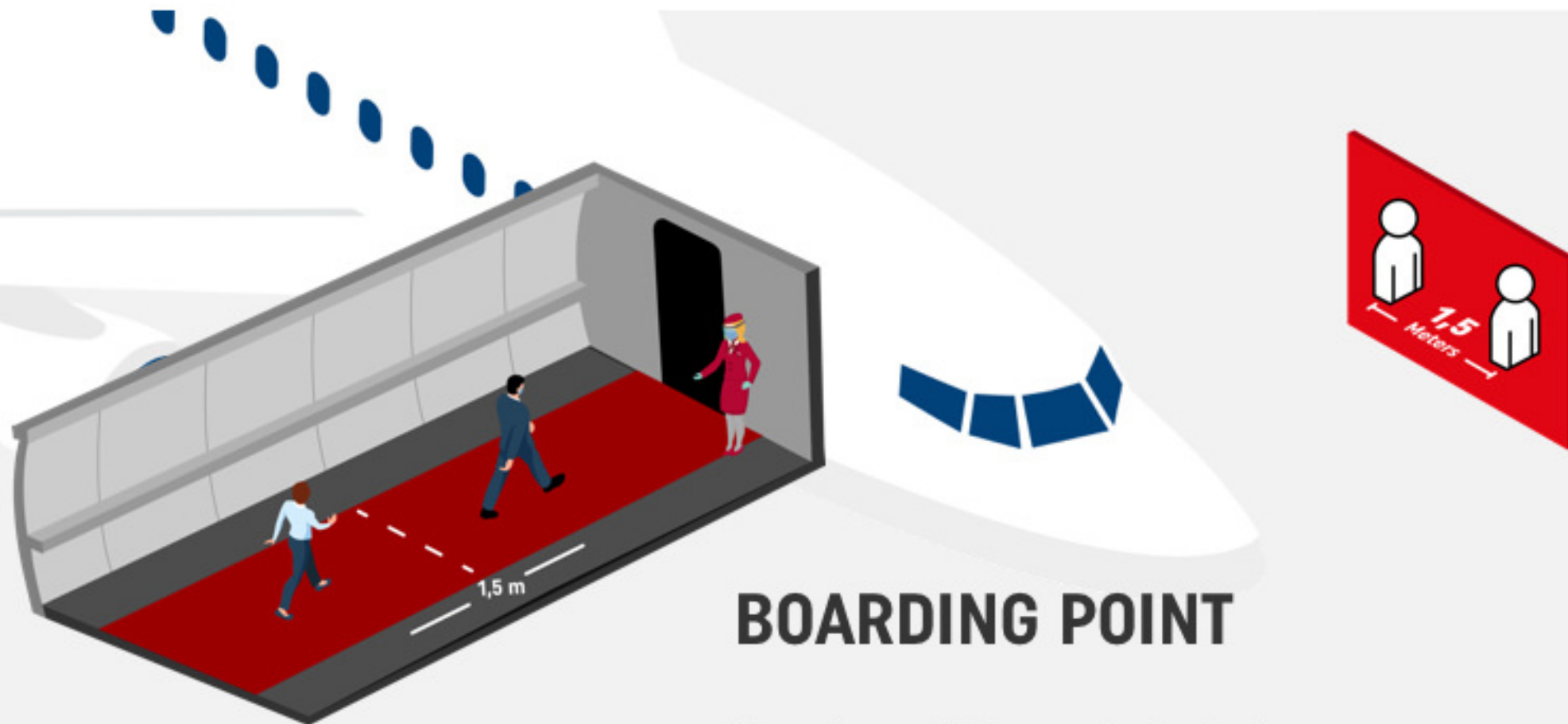
3



NO-CONTACT BOARDING

Physical distancing rules must be followed while boarding the aircraft. Passengers will be called to the check point in **small groups** and **all controls during boarding** will be performed with **no-contact**.

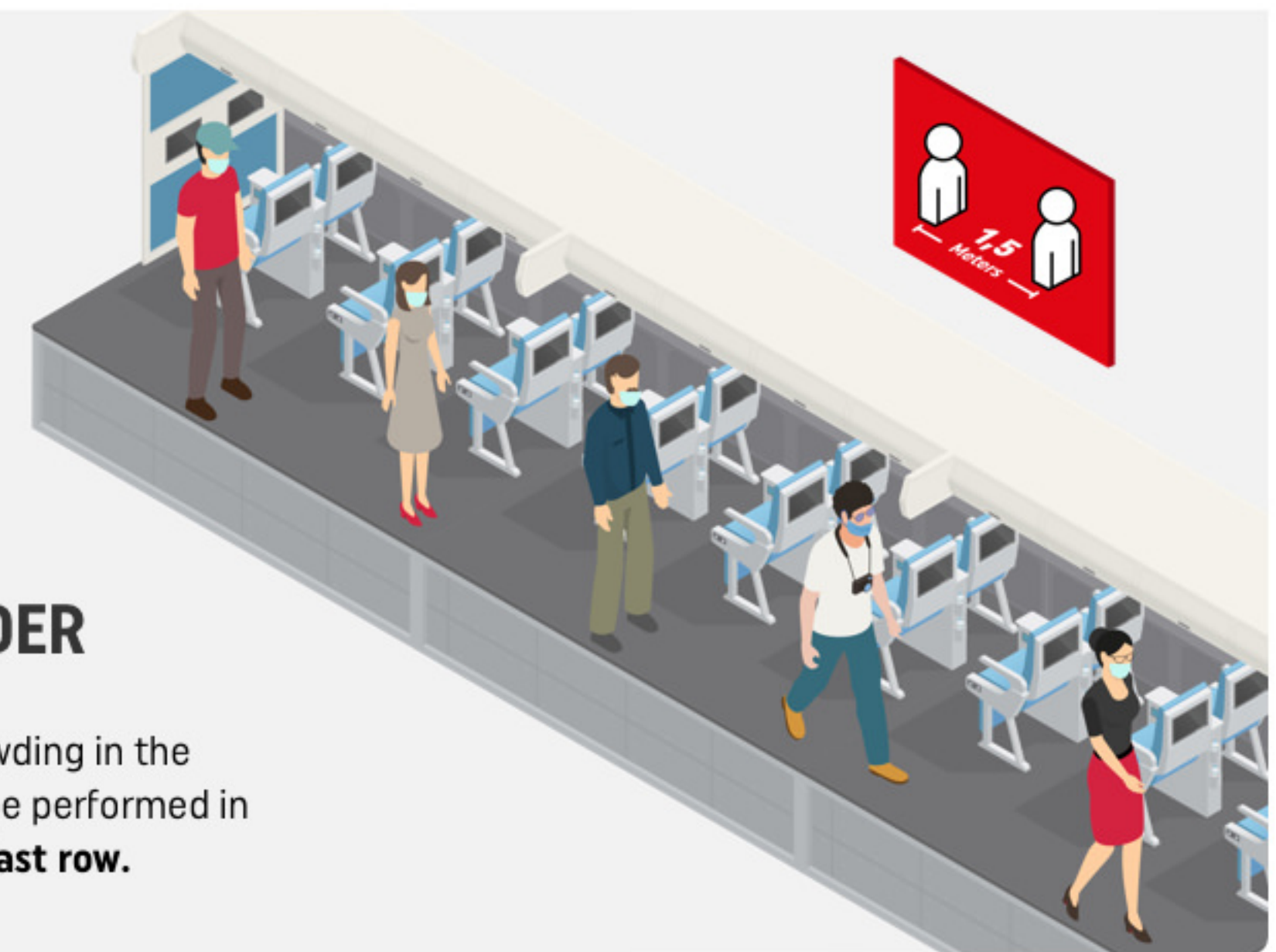
4



BOARDING POINT

Boardings will be carried out via **passenger boarding bridges**. Necessary **physical distancing measures are taken in apron buses**, which will be used in exceptional cases.

5



BOARDING ORDER

In order to minimize crowding in the cabin, the boarding will be performed in order, **starting with the last row**.

D

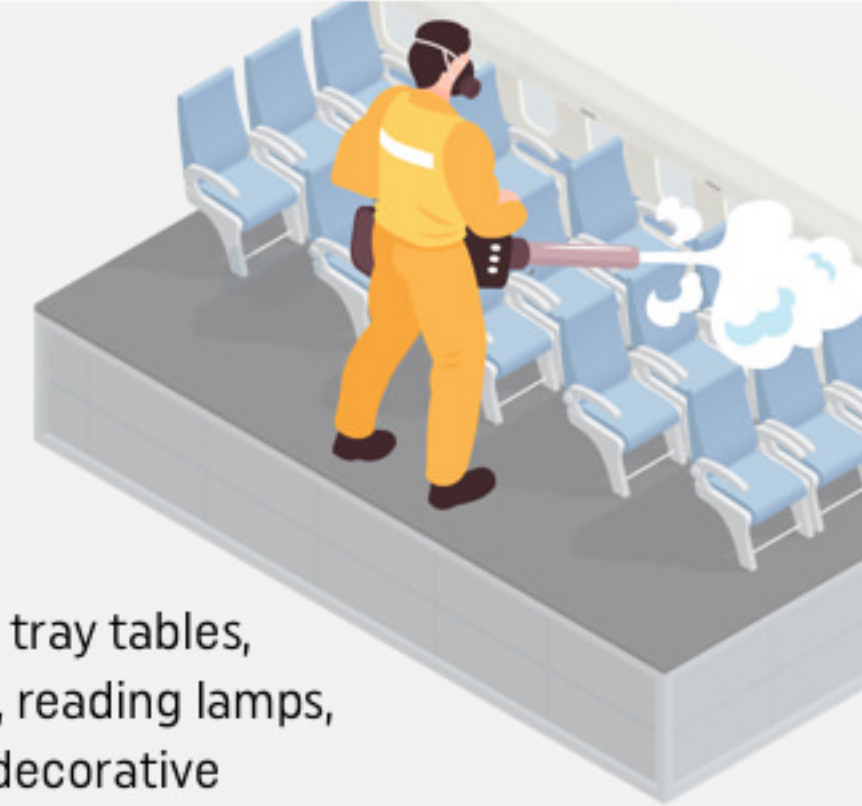
ON-BOARD

1

THOROUGH CLEANING

After each flight, **all contact points in our aircraft including** tray tables, armrests, belts, screens, controllers, overhead bins, air vents, reading lamps, side panels, windows, lavatories, partitions, magazine racks, decorative panels and cabinets are **thoroughly disinfected by special teams.**

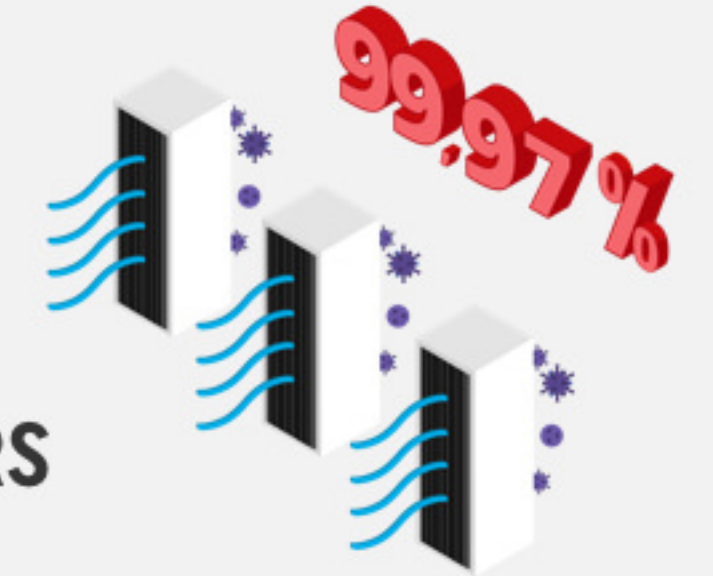
Our aircraft are disinfected once again by a two-stage **special disinfection procedure** called **fogging** upon their arrival at our hub, and made ready for their next flight.



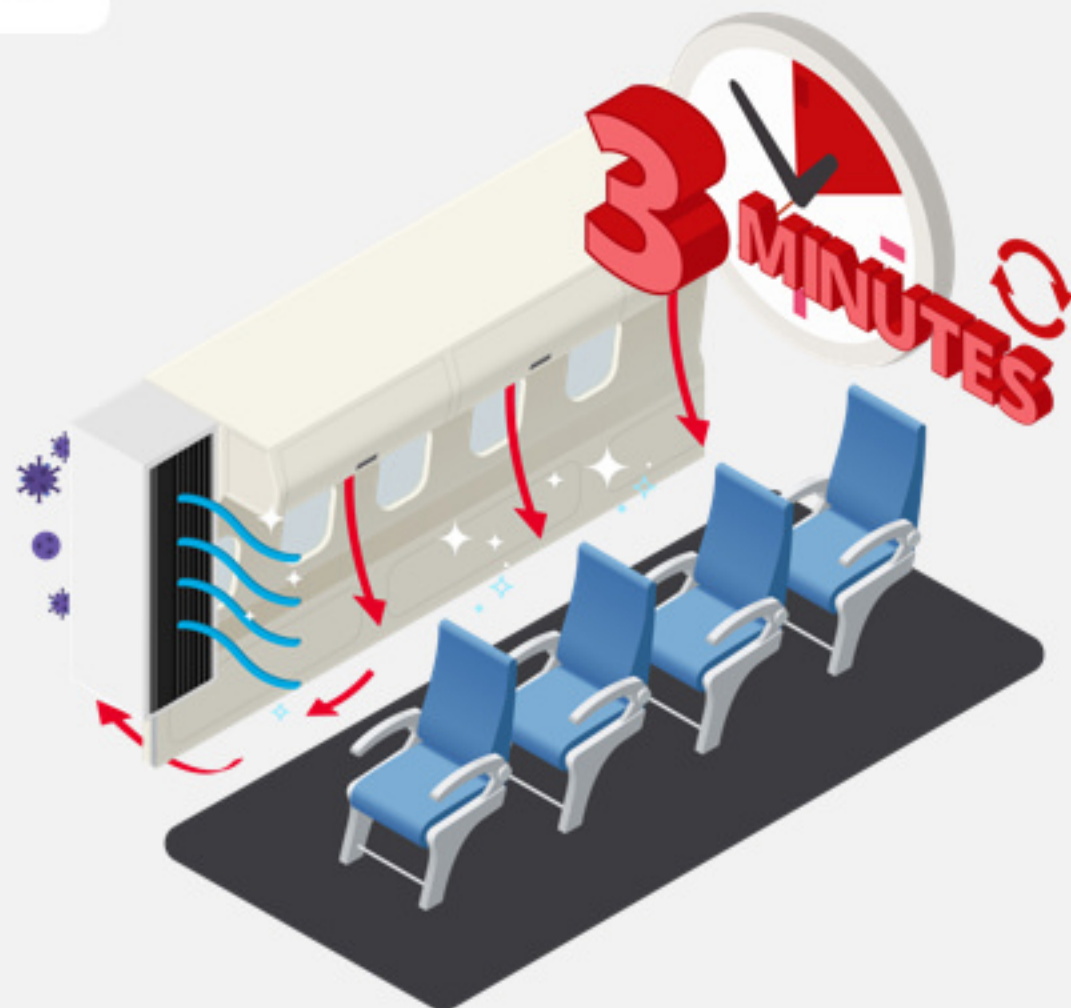
2

HEPA FILTERS

HEPA (High-Efficiency Particulate Air) filters in our aircraft uses a special filtration system that can remove **99.97% of all particles** whose diameter is up to 0.3 microns in the air.



3



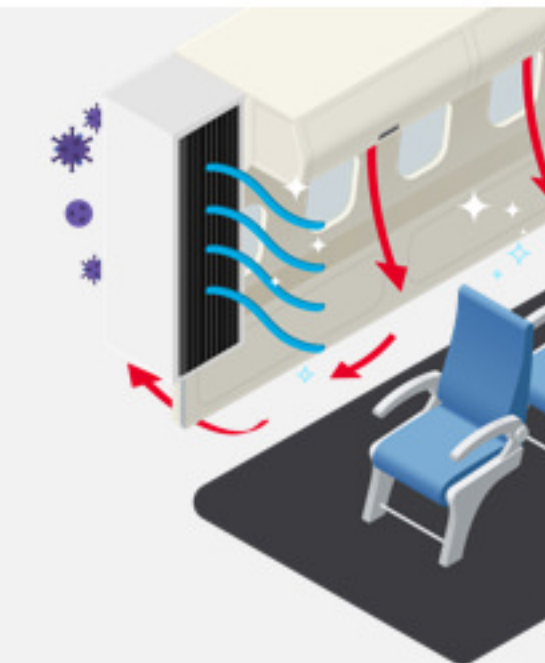
AIR QUALITY

During our flights, cabin air is constantly cleaned by **hospital-standard HEPA filters.** With this filtration system, **the air is completely renewed about every 3 minutes.**

4

CLEAN AIR-FLOW

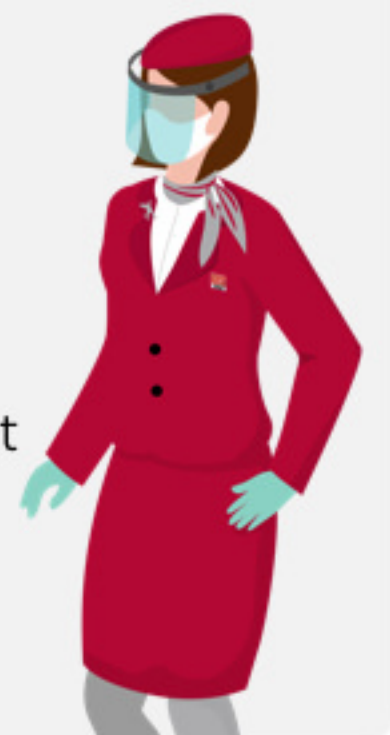
The systems our aircraft equipped with release **the clean air inside the cabin** through air vents and withdraw it from the lower part of the cabin, sending it to HEPA filters and outside. Thus, the air inside the cabin does not travel horizontally between the seats.



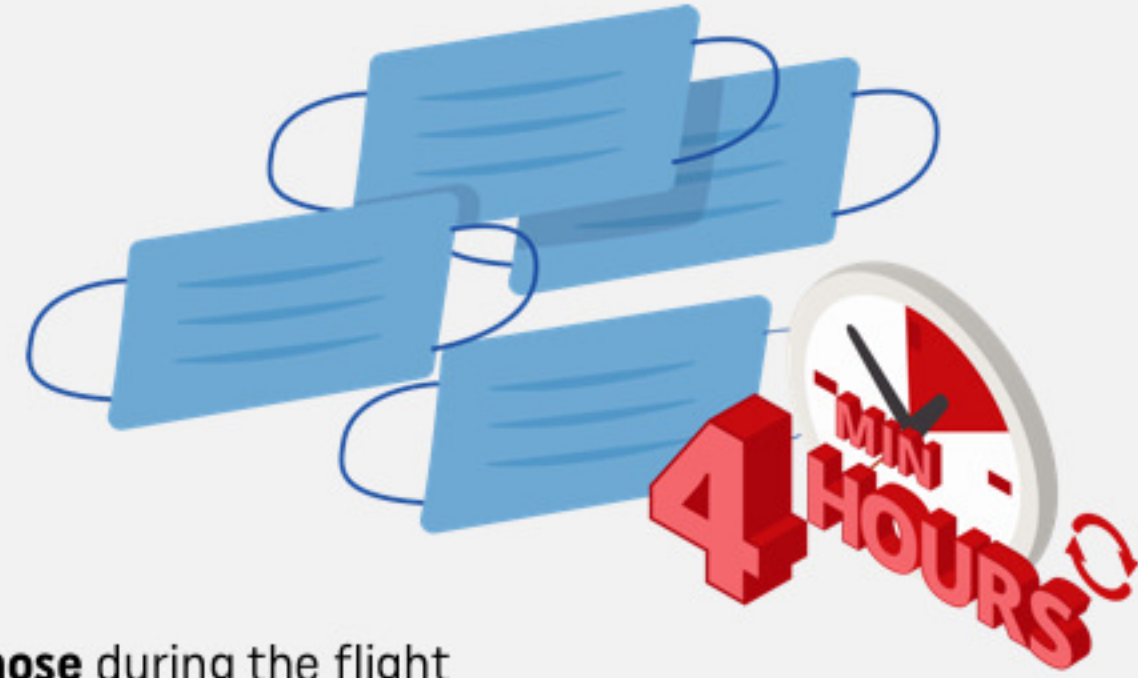
5

HYGIENE EXPERTS

Hygiene Expert cabin crews will be appointed in our flights, in charge of **lavatory disinfection** and enforcement of all on-board hygiene and social distancing measures.



6



MASK USE

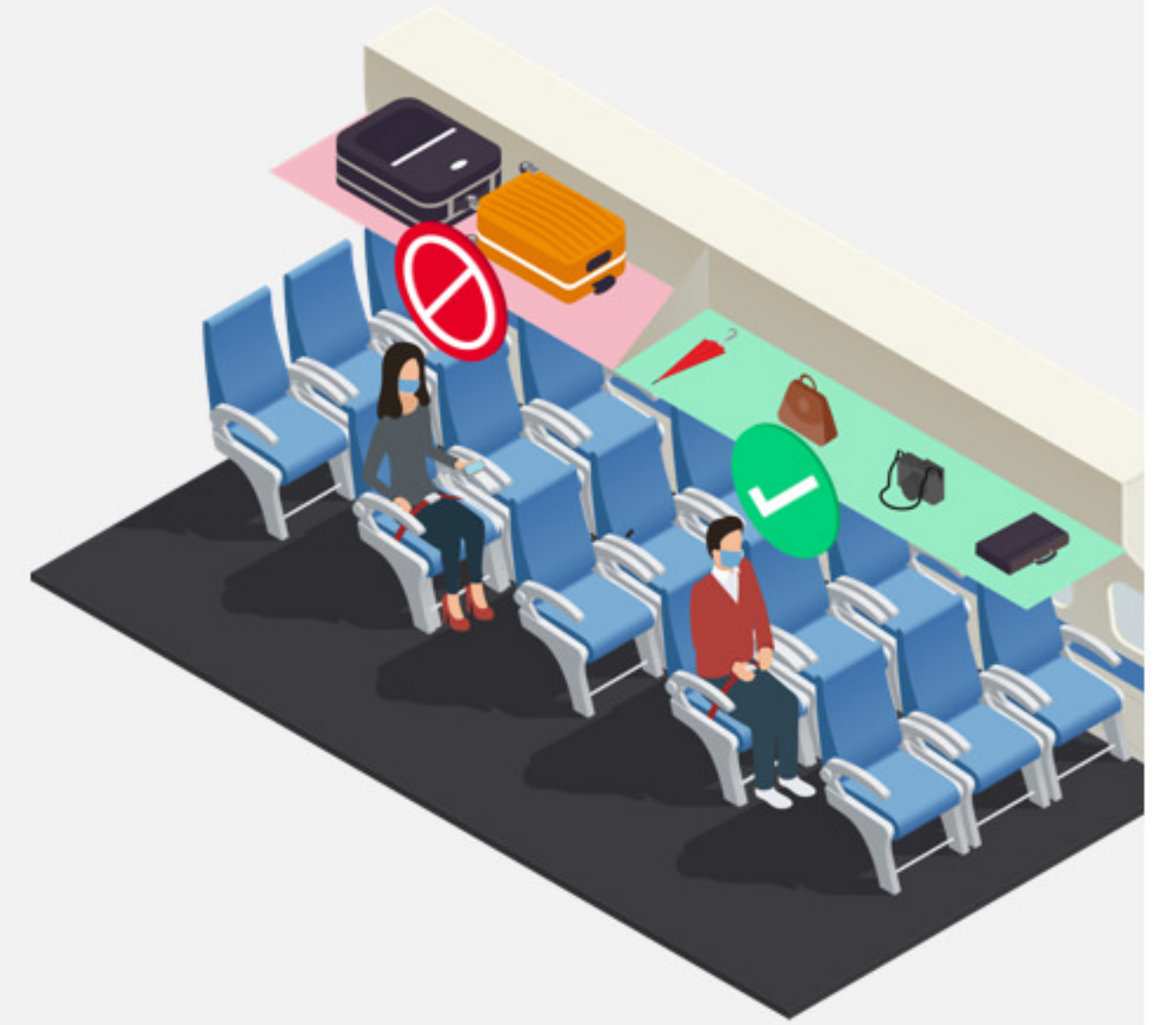
Wearing a mask, covering your mouth and nose during the flight is mandatory. You can use a **cloth** or **surgical mask**. As single use masks have to be **changed every 4 hours**, if you are using one, you should keep sufficient number of masks at hand. Used masks should be put into **personal waste bag** without touching the front surface of the mask.

7

BELONGINGS PERMITTED IN THE CABIN

In order to minimize the spread risk, **only one of your personal belongings** such as notebook bag, stroller, purse, camera etc. will be permitted inside the cabin.

The items you take inside the cabin should be **max. 40x30x15 cm** and **no more than 4 kg**.



8



HAND SANITIZERS

There are **hand sanitizers** in lavatories in all our aircraft.

9



HYGIENE KIT

You will be provided with a "**Hygiene Kit**" consisting of a mask, an antiseptic tissue and a hand sanitizer. (The kits in short-haul flights include a mask and an antiseptic tissue while the kits in long-haul flights also include a hand sanitizer.)

10



HYGIENE OF TEXTILES

Textiles like blankets, sleeping kits etc. are **cleaned after every flight** in **professional facilities** in high temperatures with **special chemicals**, that are non-allergenic and approved by international authorities.

11



BLANKET SERVICE

As part of hygiene measures, blanket service will be provided **only on flights of 4 hours or longer**.

12



PILLOW SERVICE

As part of hygiene measures, our **pillow service has been removed.**

13



PUBLICATIONS

As part of hygiene measures, our printed in-flight publications will not be distributed, but you can reach all publications, newspapers and magazines via PressReader application, and at **pressreader.turkishairlines.com** 24 hours before and after your flight.

14



HEADPHONES SERVICE

We plan to offer **single use headphones** on all our international flights. If you wish, you can **bring your own headphones** and use them during the flight.

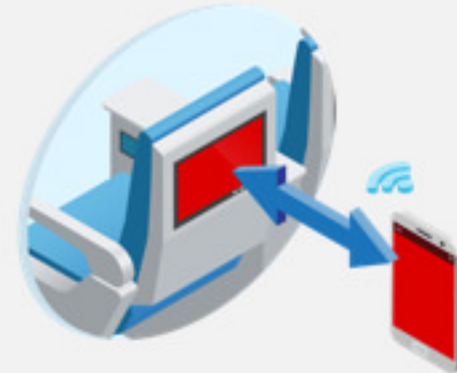
15



IN-FLIGHT ENTERTAINMENT SYSTEM

By clicking "**About Covid-19**" section in our in-flight entertainment system **Planet**, you can reach videos in **12 languages** from reliable sources shared by authorities.

16



COMPANION APPLICATION

You can use the "**Companion**" application in our aircraft with available Wi-Fi, and **control remotely** the in-flight entertainment system by using your **mobile devices.**

17



CATERING

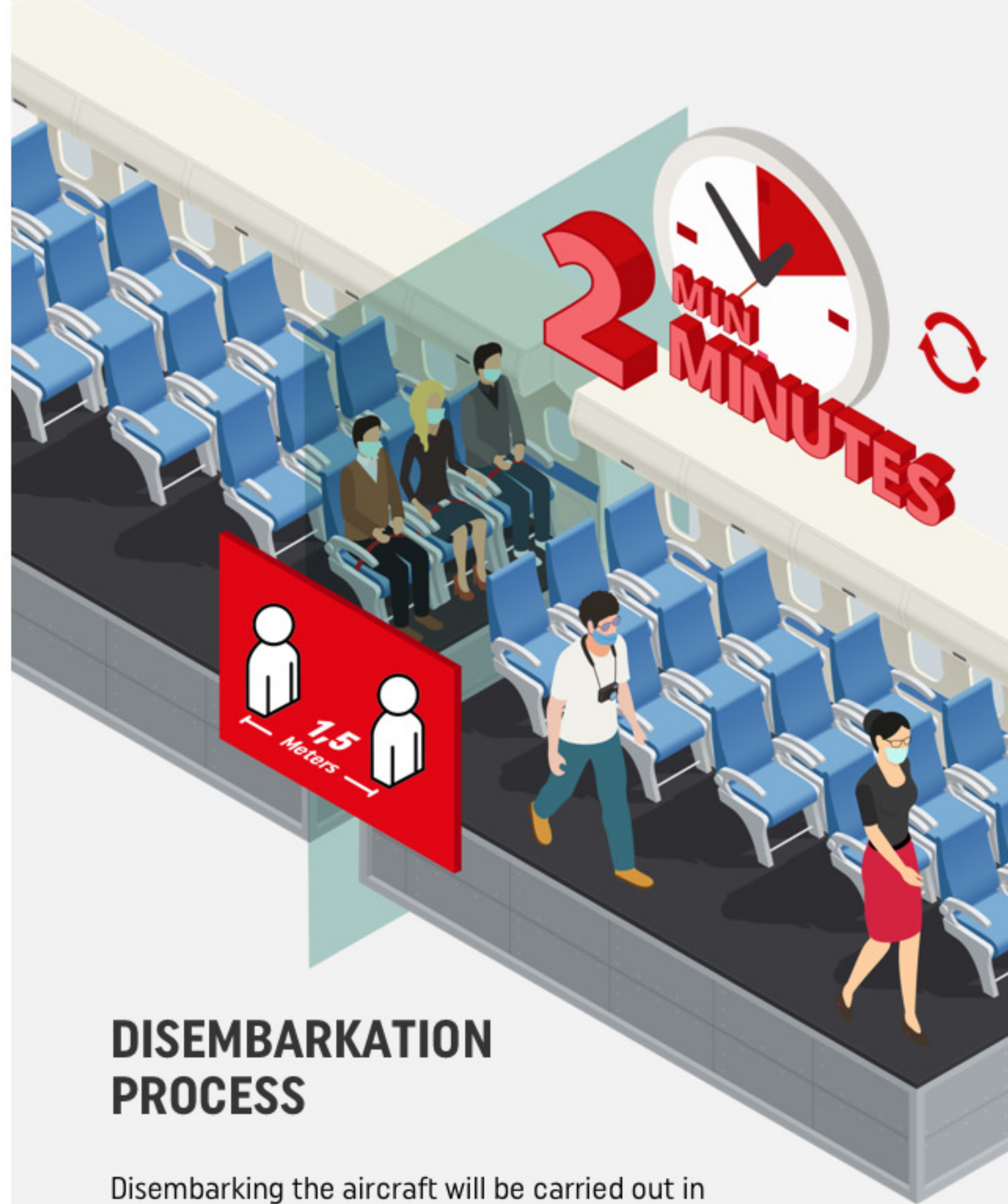
In our meals prepared according to high-hygiene rules, new standards have been set up with different concepts, offering **packaged** and **single use** only products, depending on the duration of the flight.

In order to reduce physical contact, **only bottled water** will be served on flights of less than 2 hours.

E

DISEMBARKING THE AIRCRAFT

1



DISEMBARKATION PROCESS

Disembarking the aircraft will be carried out in **lines of 10 people with 2-minute waiting intervals**, in accordance with the announcement and directions of cabin crew.

2



DISEMBARKING OPERATION

Disembarking the aircraft will be performed via **passenger boarding bridges**. Necessary **physical distancing** measures are taken in **apron buses**, which will be used in exceptional cases.

3



CONTROLLED BAGGAGE CLAIM

New regulations have been put in place for baggage claim process in order to **reduce physical contact**.

**HAVE A HEALTHY
AND SAFE FLIGHT!**



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