

UNITED KINGDOM

Agency Memo of Turkish Airlines

WHEELCHAIR REQUEST PROCEDURE



1) Bookings Procedure

All wheelchair requests must be made to Turkish Airlines directly.

Passengers can contact the call centre (24/7) on T 0844 800 6666 or 020 3991 1993.

Agents can request the service for their own bookings only by contacting the call centre (24/7) on T 0844 800 6666 or 020 3991 1993 or by applying to their dedicated TK sales office by email.

BIRMINGHAM
bhx.sales@thy.com

EDINBURGH
edi.ticketing@thy.com

LONDON
infolondon@thy.com

MANCHESTER
man-info@thy.com

2) Request Type

WCHR: Wheelchair is provided to the passengers who are able to use the stairs but unable to walk long distances to the plane. The passenger requests the wheel chair to move from the passenger lounge to the plane or from the plane to the passenger lounge. The passenger does not encounter problems when climbing up and down the stairs and can walk to his/her seat by himself/herself without any assistance.

WCHS: Wheelchair is provided up to the plane door for passengers who are able to walk but need assistance with the stairs. The passenger requests the wheelchair to move from the passenger lounge to the plane or from the plane to the passenger lounge. The passenger encounters problems when climbing up and down the stairs but can walk to his/her seat by himself/herself without any assistance.

WCHC: Wheelchair service is provided to those passengers who are unable to walk until they are seated inside the cabin. The passenger is totally inactive and unable to move and needs assistance for the stairs of the plane. He/she is in need of carriage from the plane door to the cabin seat and from the cabin seat to the plane door.

3) Request Format

The request must include the TK locator reference, applicable passenger name, applicable segments, ticket number and if possible, the itinerary. Nature of impairment can also be included. See example below:

Subject: WHEELCHAIR REQUEST TK LOCATOR [PNR NO.]

Message Body:

Please book

WCHR (Passenger can ascend/descend steps and make own way to/from cabin seat but cannot manage long distances to/from aircraft. (Ramp))

for second passenger MRS JANE DOE for all segments due to broken leg

on TK locator ABCDEF, ticket no. 235999999999.

1.1DOE/JOHN MR 2.1DOE/JANE MRS

1 TK1344K 11MAY Q EDIIST HK1 1040A 505P HRS /DCTK*ABCDEF /E

2 TK1345K 19MAY Q ISTEDI HK1 125P 350P HRS /DCTK*ABCDEF /E

3) Pricing

The service is free of charge.

