TURKISH AIRLINES

A STAR ALLIANCE MEMBER

SAFE TRAVEL EXPERIENCE STEP BY STEP

After we gave a break due to the Covid-19 pandemic that influenced the whole world, we continue our journey from where we left off with improved hygiene standards.

We have created a summary version of our travel experience map consisting of more than 90 touchpoints in order to see the new measures we have taken at a glance.

We firstly would like to thank to all Directorates, especially Ground Operations, Cabin Services, Catering and In-flight Products, Customer Solutions, Corporate Marketing and Distribution Channels, which ensure that the measures are taken and announced to our passengers.

We will always continue to implement innovations that will improve the customer experience on the way to become the most reliable and preferred airline in the world.

1. Planning the Journey

Online Services

- Access to the HES code
- Manage bookings
- Check-in
- Seat selection
- Flexible travel (free of charge ticket change) option

2. Iniating the Trip

Kiosk and Self Bag Drop

- Contactless check-in
- Barcode reader
- Automated baggage check-in
- 1.5M social distance lines

Entering to the Airport

- Mask usage
- UV baggage disinfection
- Disinfection of trays
- Contactless security check
- Fever check
- 1.5M social distance lines

Conventional Check-in

- Protective panes and safety equipment for personnel
- Contactless boarding pass print
- Limitations on cabin baggage
- Rearranged check-in times
- 1.5M social distance lines

Passport and Security Check

- Body scanning device
- Contactless security check
- 1.5M social distance lines

3. Flight

Settling In

- Hygiene kit service
- Hygiene announcements

Boarding

- Boarding in groups
- Announcements for guidance
- 1.5M social distance lines

Hygiene Expert

- The experts that are responsible for lavatory disinfection and all on-board hygiene measures

Hygiene Kits

- The kits in short haul flights up to 4 hours include a mask and antiseptic wipes while in long haul flights also include hand sanitizer

Lavatory

- Hand sanitizers
- Routine cleaning after five passengers or every hour

Catering & In-Flight Products

- Depending on flight range and cabin class:
  - Packaged meals
  - Single use headphones
- High hygiene standard cleaning of textile products

Cabin Environment

- HEPA filters that can remove 9997% of all particles and renew the air about every 3 minutes
- Detailed disinfection after each flight

4. Arrival

IFE and Publications

- Using IFE on your mobile devices by pairing them via Companion application
- All publications are digital via PressReader

De-Boarding

- De-boarding while maintaining social distance
- Social distancing measures on apron buses

Baggage Claim

- "Priority" tag for first 10 rows
- 1.5M social distance lines

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