

Dear All Travel Agencies,

According to Ministry of Health Republic of Turkey, the HES Code application which is mandatory for Turkish citizens was updated at the ticketing services as follows:

- Only pure domestic flights for reservation and ticketing are subject to HES process.
 - For example: A passenger flying on the Gaziantep-> Istanbul-> Gaziantep route is subject to HES process. HES code is required for ticketing.
- International connected flights are not subject to HES process.
 - For example: A passenger flying on the Gaziantep-> Istanbul-> London route or vice versa (Londra-Istanbul-Gaziantep) route is not subject to HES process. HES code is not required for ticketing.

Note 1: Ercan and Batum are international flights and HES code is not required from passengers.

Note 2: From Turkey to abroad with domestic connection over 24 hours or vice versa domestic route within Turkey will be subject to HES process. HES code will be required from passengers at check-in for domestic flight.

Kind Regards

Turkish Airlines Inc.



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