

COMPLIMENTARY CAR PARK & VALET SERVICE AND SPECIAL DISCOUNTS

- The 30-day complimentary car park & valet service and special discounts can only be used by TAV Passport cardholders during the term of their contracts.
- TAV Passport cardholders can benefit from the complimentary car park & valet service by presenting TAV Passport cards at the car park payment points prior to receiving their vehicles.
- The complimentary car park & valet service is available at Ankara Esenboga Airport, Milas Bodrum Airport, Izmir Adnan Menderes Airport and Jetpark Car Park (located at a 500-meter distance to Sabiha Gokcen Airport).
- Unless the 30-day complimentary car park credit is consumed, valet service fee shall not be charged to TAV Passport cardholder.
- In the event of exceeding the 30-day complimentary car park service, the available credit amount shall be used towards and the remaining hours shall be charged to TAV Passport member.
- TAV Passport cardholders can benefit from the discounted car park service at Sabiha Gokcen Airport by presenting TAV Passport card at the car park payment points.
- TAV Passport cardholders shall be charged for the discounted car park service at Sabiha Gokcen Airport based on hourly rates.
- Benefits offered by TAV Passport card cannot be used with any other benefits offered by either TAV or other corporations/companies.

INNER-CITY COMPLIMENTARY AND DISCOUNTED VALET SERVICE

- TAV Passport cardholders can benefit from the complimentary valet service at the Shopping Malls by presenting their TAV Passport card at the valet payment points of the participating Shopping Malls.
- TAV Passport cardholders can use the 12-day complimentary car park credit at any valet point of the participating Shopping Malls.
- 12-day complimentary valet credit can only be used by TAV Passport cardholders during the term of the contract.
- The usage of credit is based on 24 hours daily usage and shall be calculated by rounding off the remaining hours to 24 hours.
- Benefits offered by TAV Passport card cannot be used with any other benefits offered by either TAV or any other corporations/companies.
- TAV Passport cardholders using the valet service shall not be charged a service fee unless the 12-day complimentary valet credit is completely used.
- In the event that the remaining credit is not enough to balance the valet service used, TAV Passport cardholders can benefit from the special discounts at the participating valet points.

AIRPORT TRANSFER SERVICE IN TURKEY

- TAV Passport cardholders can benefit from the discounted airport transfer service in Turkey during the term of their contracts. TAV Passport cardholders shall arrange the airport transfer service by sending a request to reservation@tavpassport.com or by contacting our call center at +90 850 222 25 75 at least 12 hours prior to the time that the service is requested. For Antalya and Dalaman airport transfer service, cardholders should make the reservation at least 24 hours prior to the time that the service.
- The airport transfer service is valid in the following locations: Istanbul Airport, Sabiha Gokcen Airport, Ankara Esenboga Airport, Izmir Adnan Menderes Airport, Milas Bodrum Airport, Dalaman Airport and Antalya Airport.
- Highway and bridge toll fees shall not be requested from TAV Passport cardholders (excluding Eurasia Tunnel and Yavuz Sultan Selim Bridge).
- Highway and bridge toll fees shall not be requested from TAV Passport cardholders (excluding Eurasia Tunnel and Yavuz Sultan Selim Bridge).
- Requests for cancellation and service change must be e-mailed to reservation@tavpassport.com at least 6 hours prior to the time that the service is requested. In the event of change, service is subject to availability of cars.
- There is no refund for the transfer service in the event that the cancellation or change request is not submitted in time.
- The change of destination address shall not be acceptable once the cardholder is in the vehicle and en route to destination.
- An additional fee must be paid to purchase a Flexible Route if TAV Passport cardholders request to follow an alternative route than that determined by TAV at the time of the reservation. The Flexible Route service is non-refundable and cannot be cancelled.
- Guests and families can also use the airport transfer service if they are accompanied by TAV Passport cardholders during the flight. Reservations for family members and guests are not acceptable when they are not accompanied by TAV Passport cardholders during the flight.
- Any excess luggage shall be mentioned while making a reservation to arrange an appropriate vehicle for the excess luggage.
- TAV Passport cardholders should check out the confirmation e-mails to view transfer details related to the vehicle and the driver.

AIRPORT TRANSFER SERVICE WORLDWIDE

- TAV Passport cardholders can benefit from the discounted airport transfer service worldwide when they make a reservation by calling our call center at number +90 850 222 25 75 at least 24 hours before the requested transfer time.

- Airport transfer service worldwide is valid in the participating points. TAV Passport cardholders can have service details by contacting our call center.
- The service fee is paid by TAV Passport cardholders at the time of reservation.
- The confirmation is sent to the specified phone number via SMS when the reservation is made.
- The airport transfer service route is determined by our company.
- The capacity of vehicles may vary and we strongly advise you to specify the number of people and inform about your luggage so that we are able to arrange the appropriate vehicle
- In addition to the airport transfer service made with upper segment vehicles, we provide more economical newer segment vehicle alternatives.
- The complimentary airport transfer service in Turkey for TAV Passport cardholders is not valid for the airport transfer service worldwide.

Meeting Details

- For Airport to Address transfer service, TAV Passport cardholders are welcomed by a greeter at the airport and directed to their driver.
- Change and Cancellation Policy
- Requests for delaying transfer dates/times or cancellations must be notified to our call center no later than 12 hours prior to your transfer time. Our call center provides 24/7 customer support. The airport transfer service fee for the determined route at the time of reservation cannot be refunded for transfer service if the requests do not meet the cancellation conditions.

POINT TO POINT TRANSFER

- TAV Passport cardholders can benefit from the discounted inner-city point-to-point transfer service and find out the cities available by sending a request to reservation@tavpassport.com or by contacting our call center at +90 850 222 25 75 at least 6 hours prior to the time that the service is requested.
- The service fee is paid by TAV Passport cardholders at the time of reservation.
- Requests for cancellation and service change must be e-mailed to reservation@tavpassport.com at least 6 hours prior to the time that the service is requested. In the event of change, service is subject to availability of cars.
- There is no refund for the transfer service in the event that the cancellation or change request is not submitted in time.
- Any excess luggage shall be mentioned while making a reservation to arrange an appropriate vehicle for the excess luggage.
- The change of destination address shall not be acceptable once you are in the vehicle and en route to destination.
- TAV Passport cardholders should check out the confirmation e-mails to view transfer details related to the vehicle and the driver.

RENT-A-CAR

- The car rental service is available at all offices of the contracted Car Rental Company. TAV Passport cardholders can benefit from the service by contacting our call center at +90 850 222 25 75 at least 24 hours prior to the time that the service is requested. Please ensure to have TAV Passport card details before the call.
- The service is provided in accordance with the terms&conditions specified by the car rental company in Turkey.
- The service fee is paid by credit card in accordance with the terms specified by the car rental company.

CHAUFFEUR-DRIVEN CAR RENTAL

- The chauffeur-driven car rental service is available for a maximum of a day at a time. Fees are valid within the borders of Metropolitan Municipality.
- The chauffeur-driven car rental service tariff schedules are set as 0-4 hours, 0-8 hours, 0-12 hours, 0-24 hours and the service fee is on an hourly basis.
- The service fee is paid by TAV Passport cardholders at the time of reservation.
- TAV Passport cardholders should mention the number of passengers and luggage details while making a reservation to arrange an appropriate vehicle
- Requests for cancellation and service change must be e-mailed to reservation@tavpassport.com at least 12 hours prior to the time that the service is requested. In the event of change, service is subject to availability of cars.
- There is no refund for the transfer service in the event that the cancellation or change request is not submitted in time.

FAST-TRACK AT THE TERMINAL ENTRANCES

- Fast-track service is available at Ankara Esenboga, Izmir Adnan Menderes, and Milas Bodrum Airports Domestic Terminals.
- The service is available at the Entrance D on the Departures Floor of the Domestic Terminal at Ankara Esenboga Airport, at the Entrance A of the Domestic Terminal at Izmir Adnan Menderes Airport, at the main entrance of the Domestic Terminal at Milas Bodrum Airport.
- TAV Passport card must be presented at the fast track points in order to benefit from the service.
- The service is complimentary for TAV Passport cardholders with 1 accompanying guest and children up to 18 years old.

INTERNATIONAL TERMINAL PASSPORT CONTROLS/DOMESTIC TERMINAL SECURITY CONTROLS

- Fast-track security controls are available on the domestic departure floor at Ankara Esenboga and Izmir Adnan Menderes Airports
- TAV Passport card must be presented at the fast track points in order to benefit from the service.
- The service is complimentary for TAV Passport cardholders with 1 accompanying guest and children up to 18 years old.

LOUNGE ACCESS (PARTICIPATING AIRPORTS IN TURKEY)

- TAV Passport cardholders can access the participating lounges free of charge at the participating airports in Turkey. Please visit www.tavpassport.com for the list of these lounges.
- TAV Passport card must be presented to the personnel at the entrance of the lounge in order to benefit from the lounge service.
- The lounge service is complimentary for TAV Passport cardholder accompanying 1 guest and children up to 18 years old.

LOUNGE ACCESS (PARTICIPATING AIRPORTS WORLDWIDE)

- TAV Passport cardholders can access the participating lounges free of charge at the airports worldwide.
- TAV Passport card must be presented to the personnel at the entrance of the lounge in order to benefit from the lounge service.
- Some lounges may require advance booking. Please contact loungereservation@tavpassport.com for the booking requests at least 48 hours prior to the service.
- A voucher shall be sent out once the reservation is made. TAV Passport cardholders enter the lounge upon presentation of his/her voucher, boarding pass, passport or ID. Terms&conditions and length of stay may vary for each lounge. TAV Passport cardholder should have these details while making the reservation.
- TAV Passport cardholders have an access to the participating lounges worldwide with their original cards that have the name-surname of the member and an expiry date. Temporary cards that do not have the name of the member and an expiry date shall not be accepted by these lounges.
- TAV Passport member and 1 accompanying guest (1 adult or 1 child) benefit from the lounge service worldwide free of charge.

SEA TRANSPORTATION

- The campaign is valid for the one way or round trip ticket purchases for IDO's Fast Ferry and International Sea buses until the date 31st December 2021.
- 30% off on all ticket prices, excluding VAT, is applicable as a part of the campaign.
- TAV Passport cardholders who purchase the tickets only through our call center at +90 850 222 75 75 can benefit from the campaign.
- For the tickets purchased with the campaign, the category rules of the related ticket are applied in the case of a cancellation, refund or change. Please visit the ticket cancellation, refund and change policies of IDO's sales channels from the following address: <https://www.ido.com.tr/importantinfo-new#iptal-iade-kurallari>
- In the event of a ticket refund or change, the first non-discounted price including VAT is applied.
- The campaign cannot be used with other discounts, special prices, campaigns and online tickets or money cannot be demanded in return.
- TAV Passport cardholder may benefit from the campaign more than once.
- The campaign is available for a limited number of times.
- The campaign is not applicable for IDO's domestic sea buses and car ferries.
- TAV Passport cardholders agree the terms&conditions of the campaign while participating the campaign.
- The terms&conditions of the campaign are subject to the laws of the Republic of Turkey.
- IDO Istanbul Deniz Otobusleri San. ve Tic. A.S. reserves the right to stop, end and make changes regarding the campaign.

SPECIAL DISCOUNTS ON FUEL SERVICE

- TAV Passport cardholders are offered a 5% (five percent) discount on fuel purchases from Petrol Ofisi gas stations in Turkey.
- The discount is applied on the relevant gas station's VAT-included pump sales price for the day.
- The discount is applied only if the system successfully permits the discount following the scan of TAV Passport card in the system.
- In all cases, TAV Passport card must physically be with the cardholder for the discount to be applicable.
- LPG is out of scope.

SPECIAL DISCOUNTS AT DUTY-FREE

- The service is available at all ATU Duty Free stores in Istanbul Airport Old Bazaar and boutique stores, Ankara Esenboga, Izmir Adnan Menderes and Antalya Gazipasa Airports all ATU Duty Free stores and Milas Bodrum Airport Domestic Terminal boutique stores. The discounted prices are offered at Tunisia, Madinah, Skopje, Ohrid, Riga, Tbilisi, Batumi and Kutaisi Airports.
- Moreover, discounted prices are offered at Istanbul, Ankara and Izmir Airports Bazaar stores.
- Please visit www.tavpassport.com for monthly special offers on duty free products.
- Only TAV Passport cardholder can take advantage of the discounted prices at duty free stores.
- Benefits offered to TAV Passport cardholders cannot be used with any other discount or benefit of the participating company.

DEDICATED PAYMENT POINTS AT DUTY FREE

- Dedicated payment points at Duty Free for TAV Passport cardholders are available at:
- Main Duty Free Store on the Departures floor and at the Arrival – 1 Store on the Arrivals floor at Ankara Esenboga Airport International Terminal,
 - Main Duty Free store on the Departures floor and at the Arrival 1 & 2 stores on the Arrivals floor at Izmir Adnan Menderes Airport International Terminal,
 - Antalya Gazipasa Airport Arrivals and Departures floors.
 - TAV Passport card must be presented to the cashier before payment.

RESTAURANTS AND CAFES

- Discounts are only available at participating restaurants and cafes.
- Only TAV Passport cardholders having the original cards can benefit from the discount. Temporary cards are not accepted.
- Please visit www.tavpassport.com for more information on participating restaurants and cafes.
- TAV Passport card must be presented to the cashier before payment.
- The benefits offered to TAV Passport cardholders cannot be combined with any other discount or benefit of the participating company.
- Commercial products are not included to the discount.

ACCOMMODATION

- TAV Passport cardholders can benefit from the discounted accommodation price at TAV Airport Hotel located at Izmir Adnan Menderes Airport and at Sabiha Gokcen Airport Hotel.
- Please contact TAV Airport Hotel for the reservation: TAV Airport Hotel Izmir on the reservation line at +90(232) 273 73 03 and Sabiha Gokcen Airport Hotel on the reservation line at +90 (216) 588 50 00.
- TAV Passport cardholders shall present the cards to the check-in staff at the hotel prior the check-in in order to enjoy the special benefits for TAV Passport cardholders.

LEGAL DISCLAIMER

TAV reserves the right to make changes in the services and discount rates it offers as part of TAV Passport Card package. Services may vary at different airports. TAV is not responsible for changes or setbacks on services arising due to security reasons or decisions and practices implemented by the General Directorate of State Airports Authority ("DHMI") and/or the General Directorate of Civil Aviation ("SHGM") or as a result of customs procedures and precautions taken by other official authorities. TAV Passport Card must be presented prior and/or during the provision of the services. TAV Passport Card shall be used in accordance with the provisions of the relevant Membership Agreement. Cards can only be used by the members. The rights of TAV Passport Card cannot be used/transferred by/to any other persons. Complimentary/discounted services that are valid for 1 year or any other period of time must be used within those time periods specified exclusively. Such complimentary/discounted usage and/or rights shall not be transferred onto the following period. In the event of losing TAV Passport Card, TAV Passport Card holder shall immediately advise the Call Center on +90 850 222 25 75. TAV Passport Card must be presented during the service requests to be able to benefit from the services. Temporary cards are not available at the related airport.