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## Current travel information: Coronavirus

Updated on 29.05.2020 at 15:00 CET

Dear passengers,

Due to the accelerated spread of the Coronavirus, several countries have put entry restrictions and travel bans in place. We deeply regret the inconvenience this causes for our passengers but will of course fully comply with the administrative regulations. The safety and well-being of our passengers and staff is our top priority at all times.

**For information on rebooking and refund, please refer to the information further down on this page.**

Please note: Due to the constantly changing requirements of the authorities and the complex situation, we are currently unable to process any changes or cancellations by e-mail or via messenger services such as WhatsApp and Facebook.

In order to be able to help you best, we therefore ask you to contact our customer service directly via telephone. You can find the relevant telephone number [here](#). We thank you for your understanding.

Your SunExpress Team

## HES code

As part of the measures taken to fight against the Coronavirus (COVID-19) pandemic, a HES Code, which can be obtained from the channels of the Turkish Ministry of Health, will be required for travelling within Turkey.

In this regard, **all Turkish passengers traveling on one of our domestic flights within Turkey** are required to obtain a HES code from the HES mobile application or via SMS as of May 28, 2020. Please click [here](#) for further information and [protection of your personal data](#) related to the HES code application.

## Important: Special flights ex Turkey in May 2020

Please note that on the additionally planned special flights from Turkey to Germany and Austria, passengers can only be flown **out of Turkey**. Entry from both Germany and Austria **into Turkey** is still not possible due to the current travel ban, which has been extended by the Turkish Government until further notice. It is therefore unfortunately not possible to transport passengers into Turkey on our special flights.

Entry into Germany is possible for German citizens, foreigners with German residence permit or German national D-Visa for family reunion, EU citizens with residence in Germany as well as EU citizens / third country nationals with residence permit in an EU country for transit to their home country overland to the EU country in which they live (only in direct neighboring countries of Germany) or by air (proof of connecting flight required). Please note that the final decision on whether to grant entry into the federal territory is the responsibility of the Federal Police.

In accordance with the instructions of the German Federal Ministry of Health, all passengers, including the German citizens, entering Germany will go under 2 week-long home quarantine and are obliged to immediately inform the local health authorities about their entry.

Entry into Austria is possible for Austria citizens, EEA/EU citizens, Swiss nationals, family members of these persons living in the same household, foreigners holding a visa D published by Austria, foreigners holding an Austrian residence permit. Please note that all passengers must enter a two-week quarantine after their arrival in Austria. This is a legal requirement and applies to all passengers unless holding a health certificate not older than 4 days.

Important notice regarding the precautions taken to reduce the contact with others:

- We kindly ask all passengers to arrive at their departure airport **at least 3.5 hours before their flight** due to the risk of possible density at the airport and the boarding process which might be prolonged as passengers are being requested to keep a certain distance.
- It is mandatory to wear a mask at the airport and on board the flight.
- No in-flight service will be offered other than packaged cake and water on these special flights. Our pre-ordered menu application has been removed as long as the flight restrictions remain effective.

## Travel restrictions for Turkey

As a measure against further spread of the Coronavirus, the Turkish Government has extended the travel ban on all international flights until further notice.

SunExpress has therefore suspended all international flights to and from Turkey until and including June 9<sup>th</sup>, 2020 with the exception of all international flights to Dalaman and Bodrum which have been suspended until and including June 25<sup>th</sup>, 2020.

All domestic flights within Turkey are still cancelled until and including June 3, 2020.

## Travel restrictions for Egypt, Italy, Tunisia and Greece

All flights to Egypt, Italy and Tunisia have been suspended until and including June 14, 2020.

All flights to Greece have been suspended until and including June 30, 2020.

For all passengers who have booked tickets via a tour operator: Please get in touch with your tour operator.

For all passengers who have directly booked tickets on sunexpress.com: Please call our call center..

## Travel restrictions for Bulgaria

All flights to Bulgaria have been cancelled until and including June 14, 2020.

For all passengers who have booked tickets via a tour operator: Please get in touch with your tour operator.

For all passengers who have directly booked tickets on sunexpress.com: Please call our call center. You can find all numbers [here](#).

## Travel information for flights to/from Lebanon

All flights to/from Lebanon have been suspended until and including June 11, 2020.

## Travel information for flights to/from Iraq

All flights to/from Iraq have been suspended until and including June 11, 2020.

## Flexible rebooking options for all flights

Due to current developments, SunExpress offers various options for your rebooking which will be free of charge.

Please find the details of your options here:

### **1. Rebook to another flight date**

All flights between March 13, 2020 and June 30, 2020 can be rebooked once until June 15, 2020 free of charge to another date. Should the rebooked fare be more expensive due to a change of destination or date, an additional payment may be necessary.

### **2. Keep ticket value as credit and book a new flight at a later date**

**For international flights:**

Existing bookings affected by the travel restrictions will be cancelled initially, but the **ticket and ticket value remain unchanged** and can be used for a new flight **up to and including 30 June 2021** (last flight date). Customers may also rebook to a **different destination**. This rebooking is free of charge. Should the rebooked fare be more expensive due to a change of destination and/or date, an additional payment may be necessary.

**Refund:** Ticket rules apply.

**For domestic flights:**

In accordance with the Turkish Civil Aviation Passenger Regulation published on March 25, 2020, rebooking processes for the cancelled flights due to the spread of Coronavirus will be applied as follows:

Existing bookings affected by the travel restrictions will be cancelled initially, but the **ticket and ticket value remain unchanged** and can be used for a new flight **up to and including 30 June 2021** (last flight date). Customers may also rebook to a **different destination**. This rebooking is free of charge.

Should the rebooked fare be more expensive due to a change of destination and/or date, an additional payment may be necessary.

**Refund:** Ticket rules apply.