

ONLINE AIR TICKET PURCHASE RULES

These Rules define the terms and conditions for purchasing airline tickets online, making payments, and using services through the “Turkmentourist” mobile application owned by **Syýahatçy Economic Society**.

The services for providing online airline tickets and accepting online payments through the “Turkmentourist” mobile application are carried out in accordance with the current regulations of the relevant airlines and Syýahatçy Economic Society.

Before purchasing an airline ticket online, we kindly ask you to carefully and fully review the rules of the airline and Syýahatçy Economic Society published in the mobile application.

Rules for Purchasing Airline Tickets Online

1. To purchase an airline ticket, the passenger must select the required route, flight date, and number of passengers in the mobile application and fully and correctly fill in the following information:
 - passenger’s first name and last name;
 - date of birth;
 - passport details;
 - contact information;
 - details of the person making the payment.
2. After all information has been entered completely and correctly, the passenger must select a bank service for online payment and, on the bank’s payment page, correctly enter:
 - bank card number;
 - cardholder’s first and last name;
 - card expiration date;
 - CVC (security) code.Information regarding the CVC code can be obtained from your servicing bank.
3. Payments may be made using bank cards issued by **Altyn Asyr, Rysgal, Senagat, and TDDYI banks**.
4. All entered information is used solely for the purpose of purchasing an airline ticket and is not disclosed to third parties.
5. After successful completion of the bank payment, confirmation of payment acceptance is provided, and the passenger is immediately sent the airline ticket number (PNR).
6. In the event that the information entered by the passenger is incorrect or incomplete, the airline and Syýahatçy Economic Society shall not be liable for any resulting damages.

The passenger bears full personal responsibility for the accuracy of the entered data (surname, name, passport details, date of birth).

After an online airline ticket has been issued, any changes to the information are made for an additional fee in accordance with the airline's fare rules, or by refunding the ticket and purchasing a new one.

7. Passenger details (first and last name) must be entered **in Latin letters exactly as shown in the international passport.**

If a ticket is canceled or the passenger is denied boarding due to incorrect data entry or use of Cyrillic letters, all financial responsibility rests with the passenger.

8. From the moment payment is made for the issuance of an online airline ticket, the passenger is deemed to have fully reviewed and agreed to all terms of these Rules, as well as the fare conditions of the carrier (airline).
9. Use of the "Turkmentourist" mobile application or payment for any service constitutes the user's tacit acceptance (acceptance by conduct) of all terms of these Rules and applicable fares (tariffs).
10. Multiple bookings for the same flight for one passenger (double booking) are prohibited. If such bookings are canceled by the carrier, Syýahatçy Economic Society shall not be liable for any resulting financial losses.
11. In case of technical issues in the "Turkmentourist" mobile application, the passenger must promptly contact the official representative office or support service of Syýahatçy Economic Society.
If no notification is provided, compensation for unperformed flights shall not be paid.

SYÝAHATÇY ECONOMIC SOCIETY SHALL NOT BE LIABLE FOR THE FOLLOWING:

1. Bank service fees charged by banks when refunding funds to a bank card;
2. Passengers arriving at international airports are denied boarding due to lack of documents required by other government agencies;
3. Disputes between the passenger and the person who made the payment arising from the passenger's (or their authorized person's or legal representative's) refusal to submit a refund request for the airline ticket;
4. Expiration or invalidation of the bank card used for payment;
5. Technical failures of telecom operators, banks, and payment systems, as well as disruptions caused by poor Internet connectivity;
6. Changes to flight schedules, flight cancellations, or delays caused by the carrier (airline);
7. The passenger is obliged, prior to making payment, to fully familiarize themselves with the conditions of the fare (refund and change rules) selected by the passenger and confirmed by the carrier (airline). Lack of knowledge of fare conditions does not exempt the passenger from financial liability;

8. Blocking of funds on a bank card prior to ticket issuance does not constitute confirmation of ticket purchase. If the airline ticket is not issued due to technical reasons, the funds shall be refunded in accordance with the bank's procedures;
 9. Global Internet outages, failures of information systems (GDS/API), and restrictions on information flows imposed by government authorities are recognized by the parties as force majeure circumstances;
 10. Any complaints (claims) regarding services provided through the "Turkmentourist" mobile application are accepted within **7 (seven) calendar days** from the date the service was provided or should have been provided.
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Conditions for Airline Ticket Refunds and Return of Funds

1. Airline ticket refund conditions depend on the fare under which the ticket was purchased.
2. When an airline ticket is refunded, a penalty is deducted from the original ticket price. The penalty amount is determined based on the time of refund:
 - more than 20 days before departure — **10%**;
 - 20–10 days before departure — **20%**;
 - 10–3 days before departure — **30%**;
 - 72–3 hours before departure — **50%**;
 - less than 3 hours before departure — the ticket is non-refundable.
3. Refunds are made to the bank card used for payment in accordance with the procedures established by the airline and the bank.
4. When an airline ticket is refunded, the service fee of Syýahatçy Economic Society is non-refundable, as the online booking and ticket issuance service is deemed to have been fully rendered.
5. In the event of excess funds considered debited due to technical failures in the payment system, refunds are processed in accordance with the bank's operating rules. The carrier (airline) and Syýahatçy Economic Society are not liable for refund processing times.
6. Refunds are made **only** to the bank card used for payment. Changing the cardholder or providing cash refunds is not permitted.
7. The refund process to a bank card may take from **5 (five) business days to 30 (thirty) banking days**, depending on the operational procedures of the banks. Syýahatçy Economic Society is not responsible for compliance with these timeframes.
8. If there is suspicion that a payment transaction was carried out illegally (fraudulently), Syýahatçy Economic Society has the right to unilaterally cancel the airline ticket and notify law enforcement authorities.
9. By purchasing an airline ticket, the passenger agrees to receive notifications, SMS messages, and information via email. Notification services are provided based on the contact details specified at the time of ticket purchase.