

Regarding our flights there are 3 different fare types:

At SunExpress, the customer can choose from three different fare types, each coming with different service features and ticket flexibility levels. In addition, the buy-on-board concept provides an enhanced selection for small and large appetites, which can be purchased for a small fee starting at 1,50 Euro.

SunEco:

The economic basic fare, SunEco, includes a baggage allowance of 20/30 kg^{***}. Additional services like catering or seat reservations can be booked separately on sunexpress.com, via SunExpress App or our Customer Service Center. SunEco tickets are non-refundable. Longer-term re-bookings are possible against a re-booking fee. (Additional costs resulting from higher fares of the alternative flights may apply.) For more flexible re-booking terms, please consider upgrading to SunClassic or SunPremium. For further details please have a look at the fare table below.

If not stated otherwise in the travel confirmation of the tour operator, the baggage allowance of SunEco also applies to tickets purchased via tour operators. On flights booked through a tour operator a snack might be included. Again please check the travel confirmation of your tour operator.

SunClassic:

The SunClassic fare sets itself apart from the basic fare by the inclusion of Snack Box & 2 non-alcoholic beverages, a seat reservation and an additional baggage allowance of 5 kg extra^{***}. This fare also comes with SunFlex 30 Change for flexible re-booking without re-booking fee until 30 days prior to departure. For flights departing during winter season (until 31 March 2021), SunClassic contains even more flexible SunFlex 15 Change for re-booking without re-booking fee until 15 days prior to departure. (Extra costs resulting from higher fares of the alternative flights may apply.) For further details please have a look at the fare table below.

SunPremium:

Next to a baggage allowance of additional 10 kg^{***}, SunPremium even includes a Premium Meal as well as 2 drinks and free choice of seats with extra legroom. This fare also comes with SunFlex 7 Change for highly flexible re-booking without re-booking fee until 7 days prior to departure. (Extra costs resulting from higher fares of the alternative flights may apply.) For further details please have a look at the fare table below.

Rebooking and cancellation rules for international flights in Winter 2020****

International	SunEco	SunClassic	SunPremium
Change*			
> 30 days prior to departure	60 € + price difference	no fee + price difference	no fee + price difference
29 -15 days prior to departure	100 € + price difference	no fee + price difference	no fee + price difference
14 -7 days prior to departure	n/a	30 € + price difference	no fee + price difference
6 days – 48 hrs. prior to departure	n/a	60 € + price difference	30 € + price difference
Less than 48 hrs. prior to departure	n/a	n/a	n/a
Cancellation			
> 30 days prior to departure	n/a	50%** penalty	25%** penalty
29 -15 days prior to departure	n/a	80%** penalty	50%** penalty
14 -7 days prior to departure	n/a	80%** penalty	50%** penalty
6 days – 48 hrs. prior to departure	n/a	90%** penalty	80%** penalty
Less than 48 hrs. prior to departure	n/a	n/a	n/a
Child discount (2-11 years)	25% from net flight price	25% from net flight price	25% from net flight price

Information on fare types



Infant fare (up to 2 years of age)	15,99 € (flight price)	15,99 € (flight price)	15,99 € (flight price)
Baggage allowance ***	20-30 kg	25-35 kg	30-40 kg
Excess baggage fee (per route / purchase at check- in)	Ab 10 €/kg	Ab 10 €/kg	Ab 10 €/kg
Excess baggage fee (per route / advance sale)*****	3 €/kg (only bookable as 5/10/15 or 20 kg package)	3 €/kg (only bookable as 5/10/15 or 20 kg package)	3 €/kg (only bookable as 5/10/15 or 20 kg package)

Rebooking and cancellation rules for international flights in Summer 2021****

International	SunEco	SunClassic	SunPremium
Change*			
> 30 days prior to departure	60 € + price difference	no fee + price difference	no fee + price difference
29 -7 days prior to departure	100 € + price difference	30 € + price difference	no fee + price difference
6 -48 days prior to departure	n/a	60 € + price difference	30 € + price difference
Less than 48 hrs. prior to departure	n/a	n/a	n/a
Cancellation			
> 30 days prior to departure	n/a	50%** penalty	25%** penalty
29 -7 days prior to departure	n/a	80%** penalty	50%** penalty
6 -48 days prior to departure	n/a	90%** penalty	80%** penalty
Less than 48 hrs. prior to departure	n/a	n/a	n/a
Child discount (2-11 years)	25% from net flight price	25% from net flight price	25% from net flight price
Infant fare (up to 2 years of age)	15,99 € (flight price)	15,99 € (flight price)	15,99 € (flight price)
Baggage allowance ***	20-30 kg	25-35 kg	30-40 kg
Excess baggage fee (per route / purchase at check- in)	From 10 €/kg	From 10 €/kg	From 10 €/kg
Excess baggage fee (per route / advance sale)*****	3 €/kg (only bookable as 5/10/15 or 20 kg package)	3 €/kg (only bookable as 5/10/15 or 20 kg package)	3 €/kg (only bookable as 5/10/15 or 20 kg package)

Rebooking and cancellation rules for flights within Turkey****

Domestic flights	SunEco	SunClassic	SunPremium
Change*			
> 24 hrs prior to departure	90 TL + price difference	Only price difference	Only price difference
> 2 hrs prior to departure	90 TL + price difference	10 TL + price difference	10 TL + price difference
< 2 hrs prior to departure	Not Possible	Not Possible	Not Possible
Cancellation			
> 6 hrs prior to departure	60 TL Penalty	60 TL Penalty	60 TL Penalty
< 6 hrs prior to departure	Not Possible	Not Possible	Not Possible
Child discount (2-11 years)	No	No	No
Infant fare (>2 years)	25 TL (flight price)	25 TL (flight price)	25 TL (flight price)
Baggage allowance	15 kg	20 kg	25 kg
Extra Baggage Fee (per route / purchase at check-in):	20 TL/kg	20 TL/kg	20 TL/kg
Excess baggage fee (per route / advance sale)	8 TL/kg (only bookable as 5/10/15 or 20 kg package)	8 TL/kg (only bookable as 5/10/15 or 20 kg package)	8 TL/kg (only bookable as 5/10/15 or 20 kg package)

*The price difference applies per passenger, per flight. Your new fare will be at least the amount of the fare you originally booked and may be more. You cannot change to a lower fare. No refund will be applicable if a lower fare is available.

** Refund to original form of payment

*** On flights to Antalya, Alanya, Bodrum and Dalaman the free baggage allowance is 20kg; from and to all other Turkish destinations there is a free baggage allowance of 30 kg. On connecting flights, the free baggage allowance of the international flight applies. Except for connection flights to Beirut, here a fee baggage allowance of 30 kg applies.

**** On a connecting flight (one domestic and one international flight) the rebooking and cancellation rules of the international flight apply. Winter 2020 includes all flights departing until 31 March 2021. Summer 2021 includes all flights departing from 01 April 2021 onwards.

***** Excess baggage for flights from Beirut (BEY) are excluded

Valid as of November 2020 – Subject to changes