

Ticket information

AJET <onlineticket@mail.ajet.com>
Rispondi a: onlineticket@mail.ajet.com
A: voli@stograntour.com

28 novembre 2024 alle ore 16:02

Flight Information

Transaction Date

28.11.2024

Reservation Code

22J 

Dear

ELEONORA FOGLIO



Your online ticketing process
has been completed
successfully.

As AJet, we are happy to see you among
us. You can find the details of your flight
information below. This e-mail has been
prepared to facilitate your travel.

Manage My Flights

Dear **ELEONORA FOGLIO**



Flight and Passenger Information

Ticket Information

28 December 2024



Bergamo
BGY



Istanbul
SAW

13:10

17:55



Direct
2H 45M

VF62
Basic / A Class

Passenger Information

Dear
ELEONORA FOGLIO



Ticket No
 **2418301725**

Baggage Allowance

Seat

Flight and Passenger Information

Ticket Information

04 January 2025



Istanbul
SAW

10:55



Bergamo
BGY

12:00



Direct
3H 5M

VF61
Basic / M Class

Passenger Information

Dear
ELEONORA FOGLIO



Ticket No
 **418301725**

Baggage Allowance

Seat

Contact Person

ELEONORA FOGLIO

E-mail Address

voli@stograntour.com

Phone Number

+34 641 077632

Fare Notes

All fare rules related to your ticket can be found at ajet.com.

E-Ticket Information

According to VUK General Communiqué No. 462, e-tickets signed with an electronic signature and accepted as incentive documents can be accessed from the ebiletatura.ajet.com

Bergamo Istanbul

BASIC

Changes:

In case of change transactions, any difference in the basic seat fare and taxes will be charged. In case of a change from the original basic seat fare level to a lower fare level, the fare difference is non-refundable. For all packages where changes are allowed, the ticketing service fee is charged by all sales channels (WEB/MOBILE). If there is a package fee difference, a refund or collection will be made. In reissue transactions, the passenger can either choose the same package or upgrade to higher package.

If different packages are selected for round-trip flights, the most limited package rules apply for changes/cancellations.

EUR for Eurozone, USD for others (Eurozone: Germany, Austria, Azerbaijan, Belgium, Bosnia-Herzegovina, Denmark, France, Georgia, The Netherlands, Italy, the UK, Sweden, Switzerland, Kosovo, Hungary, Macedonia, Romania, Russia, Serbia, Ukraine) is applicable.

Before Flight Time

- \$/€75 Transaction fee and price difference apply.

After Flight Time

- \$/€150 Transaction fee and price difference apply.

For all packages where changes are allowed, no additional transaction fee is charged on AJet.com or AJet Mobile. Ticketing service charge is collected at the call center addition to the transaction fees stated above. Service fee is calculated depending on your route. You can access the ticketing service fees charges for different countries on AJet.com.

Cancellation/Refund:

- In the pre-flight refund process, the YR tax cannot be refunded if the deducted penalty amount is more than the basic seat fare amount.
- If different packages are selected for round-trip flights, the most limited package rules apply for changes/cancellations.

Before Flight Time

- No refund is available.
- Only unused airport taxes are refunded.

After Flight Time

- No refund is available.
- Only unused airport taxes are refunded.

No-Show:

For tickets with more than one flight (round-trip, connecting, or multiple), flights must be used in sequence. In the event that you do not participate in any of the flights, all remaining flights (including return routes) will be automatically canceled if you do not give information by calling our call center. In case of no-show, only the collected airport taxes will be refunded in cancellation and refund transactions. (Ticketing service charge and fuel expense will not be considered within the scope of tax refund.) Otherwise, in case of canceled flights, if there is no vacancy on their own flights, it is necessary to apply to the call center to be able to perform on the first flight with seat availability within 24 hours.

Istanbul Bergamo

BASIC

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Important Information About Your Trip

You can make your airport and baggage delivery transactions from the counters with Online Check-in sign.

You may have exceeded your baggage weight limit. Please plan your arrival at the airport, taking into consideration the duration of your excess baggage handling.

Online check-in starts 24 hours before flights and ends 90 minutes before take-off.

Counter operations (Boarding passes, baggage delivery transactions, etc.) must be completed 45 minutes before on domestic flights and 60 minutes before on international flights from scheduled flight departure time at the airport. Passengers who have printed their boarding passes through the website or mobile application must deliver their luggage before counter closes.

If you have already checked in on our website or using our mobile app, you need to arrive at the airport at least 2 hours before take-off for flights against time losses that may occur due to additional measures taken at airports or tickets that needs to be transacted at the counter.

You can also get your boarding pass from our Self Check-in kiosks. Self-service check-in opens 12 hours before your flight departure time and closes 45 minutes before take-off for domestic flights and 60 minutes before for international flights. You can check in a maximum of 8 people with the same booking code (PNR) at one time at our self-service kiosks.

For all our domestic and international flights, you must be at the boarding gate at least 20 minutes before the departure time of the flight. Please note that it may take 25 minutes to go to the gate at some terminals.

Child(ren) between the ages of 2-7 can only travel with a companion. If continue, ticket(s) can be bought only for child(ren) between the ages of 7-12. Information regarding the necessary procedures for our 7-12 year-old child passengers to travel without their parents or a companion older than 18 has been included in the **Child Passenger** resource of our website.

In case of operational necessity, AJet has the right to change the seat number you have selected at check-in.

The tickets which have more than one flight (round trip, transit or multiple) must be used in sequence.

If you do not board any of your flights, the remaining flights (including return flights) will be automatically cancelled unless you provide information by calling our Call Center. However, you can fly if there is any available seat on your cancelled flight. Otherwise, it is necessary to contact to the sales offices in order to be able to fly at first flight that has an availability within **24 hours**.

AJet Hava Taşımacılığı Anonim Şirketi

Bakırköy Vergi Dairesi:

0102176026 Yeşilköy Mah. Havaalanı Cad.
THY B Blok Sitesi İdari Bina No:3/1
BAKIRKÖY / İSTANBUL

Mersis No:

0010217602600001

Ticaret Sicil No / Dosya No:
473245-5

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