

“Comfort Class”

Frequently Asked Questions

What is Comfort Class?

Comfort class is Turkish Airlines' new premium economy cabin class that is configured between business and economy cabin classes. Comfort is the new cabin class addition to first, business and economy classes so far.

Which aircraft offer “Comfort Class” service?

Turkish Airlines offers comfort class service on its newly arriving fleet of Boeing 777 aircraft. The number of 777s will increase to 12 aircraft within the fleet. As of today, 9 of these aircraft are in service and more 777 deliveries on the way, the full fleet of 12 is expected to be in service by September 2011

What will happen to the 777s with first class cabins?

Unless otherwise stated, the four 777s currently housing first class cabins are scheduled to be removed from our fleet as of September 2011.

What is the seat capacity of 777s with “Comfort Class” service?

These 777 aircraft have 28 business, 63 comfort and 246 economy class seats which totals a seating capacity of 337.

To whom does comfort class appeal to?

Comfort class appeals to passengers who currently fly economy class but who would appreciate more spacious legroom, more onboard catering and better in-flight entertainment options without the cost of a business class seat. In summary, comfort class appeals to our economy class passengers who desire an even higher level of comfort.

On which routes is comfort class being offered?

777s with the comfort class will start operating on the routes including Beijing, Sao Paulo and Toronto until the end of 2010. Besides, by the first half of 2011, in turn, Guangzhou, Shanghai, Los Angeles, Tokyo and by the second half of 2011, the flights will be operating on the routes to New York and Hong Kong regularly.

The routes for 777s with “Comfort Class” cabin

Flight Route	The first flight will commence on	All the flights will commence on
Beijing	04 November 2010	29 November 2010
Sao Paulo	26 December 2010	26 December 2010
Toronto	27 December 2010	27 December 2010
Shanghai	26 January 2011	18 March 2011
Guangzhou	30 January 2011	30 January 2011
Los Angeles	03 March 2011	03 March 2011
Tokyo	28 March 2011	25 April 2011
Hong Kong	01 April 2011	26 September 2011
New York (TK1/2)	27 June 2011	27 June 2011
New York TK(11/12)	26 April 2011	29 October 2011

What is the most important difference between the two classes, comfort and economy?

Comfort class is quite different than economy class, although the most important difference is the spaces between the seats which are wider than the economy class. Comfort class seat pitch is 46 inches, compared to 32 inches in our economy class seats in these aircraft as well as our other wide-body aircraft. Business class seat pitch on our new B-777 aircraft is 76 inches.

What is the technical features of Comfort Class?

Some comfort class technical features are listed below:

- Seat pitch: 46 inch (116 cm)
- Seat width: 19.5 inch (49 cm)
- Maximum seat recline: 8.5 inch (21 cm) / 111,3 degrees
- Seat Configuration: 2-3-2
- 10.6 inch screen monitor emerges from inside the armrest.
- Personal in-flight monitors provide access to a wide variety of music, films, documentaries and games.
- USB and i-pod connection is available.
- Leg rest
- Coming soon: internet, GSM and television broadcast.

Which check-in counter will serve passengers flying comfort class?

Comfort class check-in is done through the economy class check-in counters. The passengers who are holding elite and elite plus membership cards are able to check-in by the business class counters even if they are flying with comfort class.

Does comfort class offer extra baggage allowance? Will there be any special (priority) baggage tags?

The baggage rule is completely the same as economy class.

How are miles earned on comfort class flights?

Classic and classic plus miles&smiles members will earn 1.25 times more miles than economy class flights. Elite and elite plus miles&smiles members will earn 1.50 times more miles than economy class passenger will earn.

Are CIP lounges accessible to comfort class passengers?

The passengers flying with comfort class are not able to use the CIP lounges, if they are not holding elite or elite plus membership cards.

Is there any difference with the catering in-flight service? Are the amenity kits available for comfort class passengers?

Turkish Airlines' award winning economy class catering services, which boasts the Skytrax award for "World's Best Economy Class Onboard Catering," has been made even better with a new catering concept developed especially for comfort class. Additionally, amenity kits which are offered on our mid-range business class service are also offered in our comfort class service.

May a passenger purchase a ticket in comfort class with an on-going flight in business or economy class?

Passengers flying comfort class on one leg of their journey may travel in economy or business on a connecting flight. Fares are available to allow such journeys.

How much does it cost to fly comfort class?

The average comfort class fare on a route is midway between the average economy class fare and the average business class fare. Exceptionally attractive promotional level fares are currently available for comfort class.

What are reservation conditions of Comfort Class?

- Mobile phone number is required at time of reservation booking.
- Special meal requirements (VGML-SFML-KSML, etc) specified by IATA, should be made at least 24 hours before departure.
- Seat assignment is available for comfort class passengers 100 days before the flight date.
- Infant passengers are accepted in comfort class cabins
- Pets (PETC) are accepted in comfort class, with in the conditions and bounds of the regulations of the arrival and departure countries.
- Elite plus members who make their reservation at least 72 hours in advance will be guaranteed space in U class. (This applies to the elite plus member themselves, not to others travelling with the member.)

Is it possible to upgrade to Comfort Class with Miles&Smiles?

Using your miles, you can upgrade your flight class from Economy Class to Comfort Class or from Comfort Class to Business Class for our routes with Comfort cabin as of 22 February 2011.

Where can I find pictures of comfort class and follow up on the latest news?

To view the photo images of comfort class and to read the latest news, please click on the link below:

www.turkishairlines.com/comfortclass

[You can also download above information as a pdf.](#)

Note: Please share your comments and suggestions on the e-mail address, "comfort@thy.com".