



TURKISH AIRLINES

TURKISH AIRLINES | PORTUGAL COVID-19: UPDATE

Caro Agente,

A nossa posição no mercado, perante os nossos passageiros e parceiros, é manter uma operação com o menor número de constrangimentos possível. Desde a retoma da nossa operação em Portugal, com o voo de Lisboa a partir de 3 de agosto, que temos recebido várias questões relacionadas com as restrições dos nossos passageiros, tanto na chegada à Turquia, como, e principalmente, na chegada a Portugal.

Informamos que a Turquia não tem, de momento, qualquer restrição para os passageiros que voem à partida de Portugal.

No entanto, Portugal está com restrições para todos os passageiros, nacionais ou estrangeiros, com origem em países não-Schengen, o que se aplica a passageiros que venham da Turquia, em que é obrigatório apresentar teste negativo à chegada a Portugal e, consequentemente, teste negativo à partida de Istambul, no ckin ou na porta de embarque, realizado até às 72h que antecedem o voo.

Pedimos que tenham em atenção todos os artigos do Despacho nº 7595-A/2020 do Diário da República, onde é efetivamente referido nos pontos 3, 4, 6 e 7 que cidadãos portugueses, com visto de residência legal em Portugal e/ou de países terceiros em viagem por motivos profissionais, de estudo, de reunião familiar, de saúde ou por razões humanitárias, podem embarcar para Portugal e fazer o respetivo teste à chegada.

No entanto, nesse mesmo despacho, é também referido no ponto 9 que as companhias aéreas que permitam o embarque de cidadãos nacionais ou estrangeiros sem o respetivo teste negativo, realizado nas 72h antes da hora de partida do voo, incorrem em incumprimento e são objeto de processo de contraordenação.

Como tal, até as entidades competentes esclarecerem a legislação em vigor e/ou até novas instruções, a Turkish Airlines descarta-se de qualquer responsabilidade na recusa de embarque de passageiros portugueses, a partir do dia 7 de Agosto de 2020. Cumprimos a regra mais restritiva do respetivo despacho, o referido ponto 9, de forma a não incorrermos em qualquer contraordenação, como já aconteceu esta semana. Teremos sempre em conta a salvaguarda do bem estar dos nossos passageiros sem, no entanto, negligenciar o que é agora exigido às companhias aéreas não europeias e, como tal, à Turkish Airlines.

Cumprimentos,
Turkish Airlines

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Dear Agent,

Our position in the market, vis-à-vis our passengers and partners, is to maintain an operation with as few constraints as possible. Since the resumption of our operation in Portugal, with the flight from Lisbon as of August 3rd, we have received several questions related to the restrictions of our passengers, both on arrival in Turkey and, mainly, on arrival in Portugal.

We inform you that Turkey has, at the moment, no restrictions for passengers flying from Portugal.

However, Portugal has restrictions for all passengers, national or foreign, originating from non-Schengen countries, which applies to passengers coming from Turkey, where it is mandatory to submit a negative test on arrival in Portugal and, consequently, a negative test on departure from Istanbul, on the check-in or at the boarding gate, held until 72 hours prior to the flight.

We ask you to pay attention to all the articles of the governmental order no. 7595-A/2020 of the Diário da República, where it is effectively stated in points 3, 4, 6 and 7 that Portuguese citizens, with a visa of legal residence in Portugal and/or from third countries travelling for professional, study, family reunion, health or humanitarian reasons, may embark for Portugal and do the respective test on arrival.

<https://dre.pt/web/guest/home/-/dre/139207965/details/maximized?serie=II&dreId=139207963>

“...3 - Authorise air traffic to and from Portugal from all flights to and from countries outside the European Union or countries not associated with the Schengen Area, exclusively for essential journeys, without prejudice to the provisions of the preceding paragraphs.

4 - For the purposes of the provisions of the preceding paragraph, essential journeys are considered, under the terms referred to in Council Recommendation (EU) 2020/912 of 30 June 2020, namely those intended to allow transit or entry into or exit from Portugal:

a) European Union nationals, nationals of States associated with the Schengen Area and members of their families, under the terms of Directive 2004/38/EC of the European Parliament and of the Council, and nationals of third countries legally resident in a Member State of the European Union;

(b) third-country nationals travelling for business, study, family reunification, health or humanitarian reasons.

6 - Passengers on flights referred to in paragraph 3, with the exception of transit passengers who do not have to leave airport facilities, must present, before boarding, proof of laboratory testing (RT-PCR) for screening for infection by SARS-CoV-2, with a negative result, carried out within 72 hours prior to the time of boarding, without which they will not be able to board.

7 - National citizens and foreign citizens with legal residence in national territory and their families, as well as diplomatic staff placed in Portugal, who are passengers on flights under the terms of the n. 3 or 5, who, exceptionally, do not have proof of laboratory testing for infection by SARS-CoV-2, with negative results, under the terms of the previous paragraph, upon arrival in national territory, shall be sent by the competent authorities to carry out the said test at their own expense, at their own place within the airport in service provided by ANA - Aeroportos de Portugal, S. A, through qualified health professionals, and this service may be subcontracted...""

However, in the same dispatch, it is also stated in point 9 that airlines that allow national or foreign citizens to board without the respective negative test, carried out at 72h before the time of departure of the flight, incur in default and are subject to administrative offence proceedings.

""... 9 - The airlines that allow the boarding of national or foreign citizens, without the test referred to in No. 6, incur in breach of the duties established in paragraph i) of Article 2 of Decree-Law No. 37-A/2020, of July 15, and are subject to administrative offence proceedings as provided for in No. 2 of Article 3 of the same law.

... ""

As such, until the competent authorities clarify the legislation in force and/or new instructions, Turkish Airlines disclaims any responsibility for denying boarding to Portuguese passengers, as from 7 August 2020. We comply with the most restrictive rule of the respective dispatch, the referred to point 9, so as not to incur any administrative offence, as already happened this week.

We will always take account of safeguarding the welfare of our passengers without, however, neglecting what is now required of non-European airlines and, as such, of Turkish Airlines.

Thank you for your support.

Best regards,
Turkish Airlines