

Welcome to Turkey! Your Arrival & Airport Transfer Guide

We are excited to welcome you to Turkey for your **gastric sleeve surgery**. To ensure a **stress-free arrival**, please follow these **step-by-step instructions**.

- * IMPORTANT:** You must have access to mobile data or WiFi upon arrival to communicate with your driver.
- * NOTE:** Your driver has limited waiting time, and you have medical procedures scheduled at the hospital upon arrival. Please do not stop at Duty-Free or for unnecessary shopping at the airport. You will have time to do this on your departure day before returning home.


1 Arrival at the Airport – Important Steps

If You Arrive at Istanbul Airport (IST)

- After exiting the passport control & baggage claim area, proceed to Exit 14 (*unless otherwise stated*).
- Look for a sign that says "BYRIDES"




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- An **escort person** will be waiting at Exit 14 to guide you to your driver.
- Your driver will be waiting with the car at the parking area.
- If you **cannot find the escort person**, stay at Exit 14 and **contact your coordinator via WhatsApp**.
-  Watch the video guide for Istanbul Airport Exit 14: [Click Here](#)

If You Arrive at Sabiha Gökçen Airport (SAW)

- After exiting passport control and collecting your luggage, walk toward Exit 13 (*unless otherwise stated*).
- Look for a sign that says "CEO 34 TRAVEL"



- An **escort person** will be waiting at Exit 13 to guide you to your driver.
- Your driver will be waiting with the car at the parking area.
- If you **do not see the escort person**, please wait at Exit 13 and **message your coordinator via WhatsApp**.
-  Watch the video guide for Sabiha Gökçen Airport Exit 13: [Click Here](#)

2 Communication & Internet Access

✈ Mobile Data & Roaming

- If your mobile plan **does NOT include international roaming, activate it before departure.**
- Alternatively, you can buy a **Turkish SIM card** at the airport.

✈ Free WiFi at the Airport

If you do not have mobile data, you can connect to **free airport WiFi** to contact your driver.

📍 Connecting to WiFi at Istanbul Airport (IST)

- Select **"IGA Wi-Fi"** from available networks.
- Choose **"Login with Mobile"** and enter your phone number.
- You will receive a **verification SMS** with a password.
- Enter the password to gain internet access.
- Alternatively, you can get a **WiFi access code** by scanning your **passport or ID** at airport kiosks.

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📍 Connecting to WiFi at Sabiha Gökçen Airport (SAW)

- Select **"Free Wi-Fi"** from available networks.
- Tap on the **"Free Internet"** button.
- Enter your phone number, select your country code, and tap **"Send"** to receive a PIN code via SMS.
- Enter the **PIN code**, accept the terms, and tap **"Connect"**.
- You can also **download the Sabiha Gökçen app** for extra minutes of free WiFi.

📌 **Use airport WiFi if you need to contact your driver or our team upon arrival.**

3 Airport Transfer to the Hospital & Hotel Stay

- Your driver will take you **directly to the hospital** for pre-op medical tests.
- The journey from **IST Airport to the hospital** takes **approximately 45-60 minutes**.
- The journey from **SAW Airport to the hospital** takes **approximately 60-75 minutes**.

Hotel Stay Based on Your Package

- **Essential Package:** 🚫 No hotel stay included. You will stay at the hospital for the duration of your treatment.
- **Comfort Package:** 🏠 **1-night hotel stay** included after discharge from the hospital.
- **Premium Package:** 🏠 **3-night hotel stay** included after discharge from the hospital.

✈ Included in Your Package:

✓ **Private airport transfer** (from IST/SAW to the hospital).

✓ **Drop-off at the hospital for pre-op tests.**

📌 **If you need an additional hotel stay** before or after surgery, inform us in advance.









📌 **NOTE:** Your driver has **limited waiting time**, and you have **medical procedures scheduled at the hospital upon arrival.**

Please do not stop at Duty-Free or for unnecessary shopping at the airport. You will have time to do this on your **departure day** before returning home.

Departure & Return Transfer

- On your **departure day**, our driver will pick you up and take you to the airport.
 - If your package includes a hotel stay, you will be picked up from your hotel for the return transfer.
 - Be **ready at the arranged pickup time** to avoid any delays.
 - At the airport, proceed **directly to check-in** and follow security procedures.
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5 **Common Arrival Issues & Solutions**

Problem	Solution
 I can't find my escort person.	 Stay at the designated exit and WhatsApp your coordinator immediately .
 My phone has no internet.	 Use airport free WiFi to be reachable.
 I arrived earlier than expected.	 Wait at the meeting point and let your coordinator know your status.
 My flight was delayed.	 Our team tracks flights, but please inform your coordinator ASAP.

Safe Travels & See You in Turkey!

We are excited to be part of your journey! If you have any questions before your flight, do not hesitate to contact us.

