

**UNITED KINGDOM****Agency Memo** of  
Turkish Airlines**ADDITIONAL RIGHTS FOR PASSENGERS**  
**Revised**

Dear Agent,

These conditions **override** previous waiver conditions issued on 20 March 20 under " **ADDITIONAL RIGHTS FOR PASSENGERS**".

Passengers whose tickets are issued between **21 MARCH 20 and 20 JUNE 20** and For all individual or group tickets purchased between **21 MARCH 20 and 20 JUNE 20**, original booking on flights up to **31 DECEMBER 2020**.

This includes Turkish Airlines STOCK 235 (TK) / Anadolujet (AJ) International flights (Tickets including interline flights - codeshare or SPA).

Rebooking / rerouting or open – ended ticket requests will be applied without considering fare rules according to the following conditions.

These rights will be **valid** for the tickets provided that cancellation is made before the scheduled departure time of the flight.

If reservations are not cancelled before the schedule time of first flight, reservation will be considered as a **NO SHOW** and the change request will be made according to the tickets fare rules.

**1. Rebooking / Rerouting Requests**

First Rebooking and Rerouting will be made until **31 December 2021**, provided travel is completed. Fare difference will be charged without applying reissue penalty.

## **2. Fare difference that may incurred due to the change request**

Service charges, Currency difference, Different classes, Date and route changes, Tax differences etc., will be collected.

## **3. Open ended ticket procedure**

Passenger will have an open ended ticket, only if flights in reservations are cancelled before the first departure time, of the original ticket. While new reservation is being made by the passenger, fare differences that may incurred due the change request (Service charges, Currency difference, Different classes, Date and route changes, Tax differences etc., will be collected.

## **4. Group Reservations**

Rebooking / rerouting of group reservations for which payment or guaranteed MCO has been received between **21 MARCH 20 – 20 JUNE 20** will be exempted of applying change penalties as per the existing fare rules. **However same fare level will not be guaranteed for new travel dates.**

## **5. Refund Requests**

Refund and cancellation request are to be made according to the original fare rules. There will be NO given REFUND rights within the scope of this condition.

## **6. Extension of Validity**

Validity of the tickets can be extended until **31 December 2021**, without any reissue penalty however any fare difference will be collected for new travel dates.

## **IMPORTANT**

All changes mentioned above are limited to **one time only**, other than that fare rules will apply for subsequent changes.

**Please remark “FREE REISSUE COVID-19” in the endorsement field.**

**Please visit on our website for latest update:**

<https://www.turkishairlines.com/en-gb/announcements/coronavirus-outbreak/flexible-change/>

APPLICATION CONDITIONS:

VALID FOR TICKETS PURCHASED BETWEEN 21MAR 2020 - 20 JUN 2020 (INCLUDED).

VALID ON FLIGHTS IF THE ORIGINAL DEPARTURE DATE IS UNTIL THE DECEMBER 31, 2020.

NEW JOURNEY SHOULD BE COMPLETED UP TO DECEMBER 31, 2021 (INCLUDED) VALID FOR TURKISH AIRLINES AND ANADOLUJET OPERATING AND MARKETING INTERNATIONAL AND DOMESTIC FLIGHTS.

ONLY REISSUE CHARGES WILL NOT BE COLLECTED ACCORDING TO THIS TELEX, NO-SHOW TICKETS ARE OUT OF SCOPE.

THIS APPLICATION IS VALID FOR REBOOKING AND REROUTING REQUESTS OF GROUP RESERVATIONS UNDER THE CONDITIONS OF GENERAL GROUP RULES.

THIS TELEX WILL BE ALSO VALID FOR NON-CHANGABLE PROMOTIONAL TICKETS.

CHANGE REQUEST WILL BE APPLIED FOR MILES AND SMILES TICKETS.

FARE DIFFERENCES THAT MAY BE INCURRED DUE TO THE CHANGE REQUEST(SERVICE CHARGE, CURRENCY DIFFERENCES, DIFFERENCES OF CLASS, DATE AND ROUTE CHANGES, TAX DIFFERENCES) WILL BE COLLECTED.

THE CHANGES MENTIONED ABOVE WILL BE LIMITED TO ONLY ONCE AND OTHER ADDITIONAL CHANGES WILL BE HANDLED WITH EXISTING PENALTIES AND FARE DIFFERENCES WITHIN THE FARE RULES.

*If you have any questions please do not hesitate to contact us.*



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