

**UNITED KINGDOM****Agency Memo** of  
Turkish Airlines

**ZERO CHANGE UPDATE FOR  
NON-CANCELLED FLIGHTS  
FOR TICKETS ISSUED ON OR BEFORE 20 MAR 20  
REVISED**



Dear Agent,

These conditions override any previous waiver conditions sent in relation to COVID-19 for tickets purchased on or before 20 MARCH 2020.

For all individual or group tickets purchased on or before **20 MARCH 2020**, original booking on flights up to 31 DECEMBER 2020.

This includes Turkish Airlines (TK) / Anadolujet (AJ) International flights (excluding domestic flights within Turkey and to/from Ercan Airport).

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

**1. Rebooking / Rerouting Requests**

Rebooking and Rerouting will be made without any charge in different booking classes only if the new destination is in the same IATA region and the same cabin type, providing that travel is completed up to and including **31 DECEMBER 2021**.

## **2. Conditions for free change**

Free change can be applied only if the original flights in the reservation are removed / cancelled before the first flight departure date. **New departure dates can be decided up to the 31 DECEMBER 2021 (incl.)**.

NO - SHOW

a. Tickets which are cancelled according to the above rule, passengers will not be considered as a NO SHOW, even though rebooking and rerouting has been made after the original flight date as shown on tickets.

**b. 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.**

EXCEPTION

In order not to restrict the passengers' rights given by the previous waiver conditions sent in relation to COVID-19, passengers who have a reservation which is ticketed before the **20 MARCH 2020** (included) and travel date is up to the **31 MAY 2020** (included) can change their reservation even after the first departure date.

Cancellation is not necessary before the first departure date, only for these passengers 1 x free change will be applied and will they will not be considered as NO SHOW.

### **- Interline**

Where TK is the marketing carrier (stock 235), rebooking / rerouting is made without any charge provided that the same booking class is available. If the same booking class in the same cabin is not available, fare difference and other charges will be charged without applying rebooking/rerouting penalties.

However – if the interline flights change to TK or AJ operating flights, change

will be applied according to the conditions of changes in this memo.

### **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. New departure dates can be decided up to 31 DECEMBER 2021 (incl.) provided that travel is completed up to and including to the 31 DECEMBER 2021.

### **4. Group Reservations**

Rebooking / rerouting of group reservations for which payment or guaranteed MCO has been received before **20 MARCH 2020**, will be exempted of applying change penalties as per the existing fare rules.

### **5. Refund Requests**

Refund and cancellation request are to be made according to the original fare rules.

The refund conditions highlighted in previous waiver conditions sent in relation to COVID-19 will no longer be valid.

### **6. Extension of Validity**

Extension of tickets can be applied without any charges until 31 DECEMBER 2021.

### **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.**

#### **APPLICATION CONDITIONS:**

VALID FOR TICKETS PURCHASED ON AND BEFORE **20 MARCH 2020**.

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 INTERNATIONAL FLIGHTS (EXCLUDING DOMESTIC FLIGHTS WITHIN TURKEY AND TO/FROM ERCAN AIRPORT).

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

REBOOKING AND REROUTING REQUESTS WILL BE APPLIED WITHOUT ANY CHARGE (YR, TAXES AND FARE DIFFERENCES ETC.) ONLY FOR ONCE.

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

CHANGE REQUEST WILL BE APPLIED FOR MILES AND SMILES TICKETS (EXCLUDING DOMESTIC TICKETS WITHIN TURKEY AND TO/FROM ECN AIRPORT).

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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