

The below PC Rebooking Policy is valid for all INT&DOM cancelled flights on/after 5 FEB 2020 and we kindly inform you that in line with the additional precautions to combat the coronavirus all International and Cyprus flights are cancelled between 1 of June 2020 and 14 of June 2020

Based on the latest statement of Directorate General of Turkish Civil Aviation, we kindly inform you that the passenger, whose flight has been canceled due to the COVID-19, has the right to make a date change depending on airline's availability or change his ticket to an open ticket . The passenger may receive a refund of his unused open ticket from the airline two months after the flight ban is lifted.

The guests who have tickets issued through all GDS: For all cancelled flights on/after 5 FEB 2020 and for all tickets which has been issued before 26 MAR 2020

*Change Requests :

Guest may re-schedule their travel ,using the following guideline :

Rebooking/re-issuance to an alternative destination in the same region shall be done ,all penalties/fares differences may be waived ; if the ticketed class is not available please book the lowest class available, the original duration of journey may be preserved .

Waiver code to be used NCOVRES for reissuance

* For all cancelled flights and for all tickets which has been issued after 26 MAR 2020 :

Guest may re-schedule their travel ,using the following guideline :

Rebooking/re-issuance to an alternative destination in the same region shall be done ,all penalties may be waived and fares differences may be charged

Waiver code to be used NCOVRES for reissuance

*Refund requests:

For cancelled Flights ; unused tickets and for partially used tickets, we kindly inform you that we are suspended all refunds request via all GDS' until further notice ; please make your request through BSPlink via Refund Application form and kindly know that you may receive a refund of all unused open ticket from the airline two months after the flight ban is lifted.

* The guests who have tickets issued through XML/API sales channel : For all cancelled flights on/after 5 FEB 2020 and for all tickets

The agency is able to realise any open tickets requests directly through the sysystem and through flypgs.com

*Change Requests :

For any change requests ,please contact Call Center from 008502506702 or Etk team
(eticket@flypgs.com<<mailto:eticket@flypgs.com>>)

*Refund requests:

For cancelled Flights ; unused tickets and for partially used tickets, we kindly inform you that we are suspended all refunds requests until further notice ; please contact us two months after the flight ban is lifted.