



A STAR ALLIANCE MEMBER 

UNITED KINGDOM

Agency Memo of
Turkish Airlines

UPDATED REFUNDS POLICY DUE TO LOCKDOWN



Dear Agent,

Due to lockdown in England, for the individual and group passengers who have bookings on the Turkish Airlines and AnadoluJet flights between 05 November 2020 - 10 December 2020 and ticketed before 01 November 2020 (included) departing/arriving England/Scotland (LHR/LGW/STN/MAN/BHX/EDI) will be handled with following refund conditions, disregarding the related fare rules until 15 November 2020 (included).

You can process the refunds through your GDS.

Refund

Requests

1. Unused ticket: refund will be made without any charge. Interline flights where TK is the marketing carrier are included.

2. Used ticket: refund will be made considering as involuntary. Interline flights where TK is the marketing carrier are included.

For your information and necessary action.

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



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