

Dear Agents,

Please be advised that the policy for tickets purchase since **21 MARCH 2020** on **non-cancelled flights** has been revised.

For all individual and group tickets purchased between **21 MARCH 2020 – 31 MARCH 2021** (included) rebooking/rerouting or open-ended tickets requests will be applied according to the following conditions without considering fare rules. These rights will be valid for the tickets provided that cancellation is made before the scheduled departure time of the flight.

These conditions apply to Turkish Airlines STOCK **235** (TK) / AnadoluJet (AJ) flights (Tickets including interline flights - codeshare or SPA) (tickets with reservations on Mainland China routes excluded).

If reservations are not cancelled before scheduled departure time of flight, reservations will be accepted as no-show and the change requests will be made according to the original ticket rules.

#### **REBOOKING / REROUTING**

Rerouting and rebooking change will be made until December 31, 2021 (included) (travel completion). Fare differences will be charged without applying reissue penalties. Fare differences that may be incurred due to the change request (service charge, currency differences, differences of class, date and route changes, tax differences etc.) will be collected.

#### **OPEN-ENDED TICKET PROCEDURES**

Passengers will have an open-ended ticket only if flights in reservations are cancelled before the first departure time of original ticket. While new reservation is being made by the passenger 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.

Open-ended procedures can be made by Turkish Airlines sales offices, sales agents where the tickets are purchased and call center.

#### **REFUND REQUESTS**

Refund and cancellation requests will be made according to original fare rules. There will be no given refund rights within the scope of this memo.

#### **ISSUE DATE FOR NEW TRAVEL**

There is no restriction on issue date. New travel dates can be decided up to new departure date of travel.

#### **GROUP BOOKINGS**

Rebooking/rerouting requests of group reservations for which payment or guarantee MCO is received between **Mar 21, 2020 - Mar 31, 2021 (included)** will be made disregarding applying change penalties of existing fare rules. Same fare level will not be guaranteed for new travel dates.

#### **EXTENSION OF VALIDITY**

Validity of ticket can be extended until December 31, 2021 (included).

Ticket change requests can be made by Turkish Airlines sales offices, sales agents where the tickets are purchased, Turkish Airlines online channels and call center.

### **APPLICATION CONDITIONS**

1. Valid for tickets purchased between Mar 21, 2020 - Mar 31, 2021 (included) new journey should be completed up to December 31, 2021 (included) valid for Turkish Airlines and AnadoluJet operating and marketing international and domestic flights.
2. Only reissue charges will not be collected according to this telex, no-show tickets are out of scope.
3. This application is valid for rebooking and rerouting requests of group reservations under the conditions of general group rules.
4. This telex will be also valid for non-changeable promotional tickets.
5. Change request will be applied for Miles and Smiles tickets.
6. 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.
7. The exclusion of tickets with reservations on Mainland China routes.

The changes mentioned above will not be limited. Ticketing made after Mar 31, 2021 will be handled according to the original ticket rules.

### **FURTHER CHANGE RIGHTS DUE TO CANCELLATION OR SCHEDULE CHANGE:**

Once the new ticket has been issued, should the new flights be affected by flight cancellation standard involuntary procedures apply. Should the new flights be affected by schedule change the standard Turkish Airlines schedule change policy will apply.

Please add following remark into the endorsement box:

**"INVOL/FREE REISSUE COVID19"**

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

TELEX REFERENCE: 353380581