

Dear Agent,

We would like to inform you about our updated refunds policy brought in due to the travel restrictions introduced as part of London being moved to Tier 4.

For individual and group passengers who have bookings on Turkish Airlines and AnadoluJet flights between 20 December 2020-21 January 2021 and ticketed before 19 December 2020 (included) departing LHR/LGW/STN, will be handled with following refund conditions, disregarding the related fare rules until 31 December 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.