

Dear Agents,

Due to recent restrictions introduced by Turkish authorities, **only** Turkish citizens, foreigners with residence permits, state officials and diplomatic personnel can enter Turkey on flights arriving from the UK.

**International transfer passengers will be accepted on flights in both inbound/outbound directions.**

Please check your systems for up to date information on Turkish Airlines flights.

All passengers who adhere to the restrictions stated above and wish to enter Turkey will be subjected to PCR testing on arrival and are required to stay under quarantine for 7 days. They will be tested again on the 7th day of quarantine and can leave quarantine if the test result is negative.

We would like to ask you to continuously check your systems and process any changes for tickets issued on the cancelled flights along with informing passengers.

**Please contact your passengers to advise not to travel to the airport if their flight has been cancelled.**

Please apply standard involuntary change procedures for the cancelled flights.

**Please remark “INVOL REISS/REF COVID-19 FX” in the endorsement field.**

We would like to remind you once again that GDS agencies can refund tickets for all cancelled/rescheduled flights on their own systems. We hope that these refunds can be processed in a timely manner for the sake of customer satisfaction.