

UNITED KINGDOM**Agency Memo** of
Turkish Airlines

UPDATED ITX FARES REFUND POLICY



Dear Travel Trade Partners,

In order to provide more flexibility to our customers, Turkish Airlines will now be offering refunds for ITX bookings with ticketing up to **30 June 2021** and travel up to **31 December 2021 (included)**.

Please see below the applicable conditions for the refund policy:

- Tickets must be issued with an ITX Fare
- There must be a travel restriction imposed by governments at the departure/ arrival country OR passenger testing positive for COVID-19. PCR Test result must be sent by email at the time of refund request.

Refund requests must be sent by email to your local Turkish Airlines

office, and a waive code must be obtained before processing the refund, otherwise you may be subject to an ADM.

Please note that the latest date to apply for a refund is 30 June 2021.

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



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