



A STAR ALLIANCE MEMBER 

UNITED KINGDOM

Agency Memo of
Turkish Airlines

**COVID-19 Related Procedures and
Passenger Rights Policy**

REVISED

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Dear Travel Trade Partners,

Please find below additional rights given to passengers whose tickets are planned for all scheduled TK/AJ flights between 11 June 2020 and 28 February 2021 (incl.) but not accepted by the destination country due to COVID Positive/Contact Tracing restrictions and those affected by vaccination planning and further decisions taken by authorities of countries.

This publication has been expanded due to the additional rights granted to passengers who cannot travel because of the decisions taken by country authorities.

For all individual and group tickets issued on/before **28 February 2021**, for all flights between **11 June 2020 and 28 February 2021** (incl.) the

following transactions can be executed for applicable passenger types (SCOPE).

Scope:

A) Passengers not permitted to travel by the country of departure/arrival due to COVID-19 restrictions and/or COVID Positive/Contact Tracing restrictions

B) Passengers travelling abroad with a transfer from any TR point determined to have a condition inhibiting travel due to national restrictions or test requirement (PCR or any other) at the transfer point

C) Passengers who are not accepted to the connecting flight at the transfer point (IST/ESB/SAW) due to the expiration of the test validity period set by the national authorities because of a stopover, delay and similar and/or national restrictions

D) Passengers whose travel dates are scheduled between 30 December 2020 and 28 February 2021 (incl.) and ticketed before 28 December 2020, but not accepted onto the flight due to lack of PCR test submission required by Turkey (including transit/transfer passengers).

E) Passengers who have tickets between 14 January 2021 and 28 February 2021 (incl.) but cannot travel because of vaccination planning and can submit a document about this (SMS/e-mail) will be given only rebooking rights.

F) Passengers who cannot travel due to decisions taken by the authorities of the country at the starting point of travel.

1) Rebooking/Rerouting: Rebooking/rerouting requests of all individual and group passengers on TK or AJ flights will be made without applying the ticket rules.

Rebooking and rerouting will be made without any charge for different booking classes only if the new destination is in the same IATA region and in the same cabin providing that travel is completed up to 20 March 2021 (included) for TK and AJ operating flights.

If changes affect passengers travel plans, rebooking and rerouting will be made free of charge with the original class (up to affected duration) if there is availability in the same cabin without considering availability of original class.

Free changes will be made for a future date for the same route at the same cabin for tickets to be changed at the transit point provided that the transaction is made at the Turkish Airlines sales offices located in Ankara, Istanbul and Sabiha Gökçen airport.

Free changes will be made for a future date for the same route at the same cabin for tickets from any TR point with connection to abroad to be changed at the transit point provided that the transaction is made at the Turkish Airlines sales offices located in Ankara, Istanbul and Sabiha Gökçen airport.

For TK stock (235) tickets including interline flights (codeshare or SPA), rerouting and rebooking will be made without any charge if same booking class is available. If the same booking class in the same cabin is not available, fare differences and other charges will be charged without applying rebooking/rerouting penalties.

However if interline flights change to TK or AJ operating flights, change will be applied free of charge accordingly.

2) Refund requests: Refund request of all individual and group passengers on TK or AJ flights will be made without applying the ticket rules. Interline flights, on which our partnership is a marketing carrier are also included. Refunds will be permitted if the passengers submit documents defined as travel prevention.

The Refund options below will be applied according to passenger preference:

- refund of the ticket amount
- Issuance of a traveller cheque with 15% additional value of the ticket amount
- Credit of 100 air miles per 1 EUR of the value of ticket to the passenger's Miles & Smiles membership account

Cancellation and refund requests **will not be available** for passengers who have completed the first flight, but are not accepted to the connecting flight at the transfer point.

For passengers within the scope of Section E, the right of free change is given regarding the fee rules and the right of refund will not be granted under the telex

3) Issue date for new travel: There is no restriction on issue date for the new travel date. Passengers can hold their tickets as open ended ticket until the new travel date. For refund, transaction must be made within 2 years from the original date of the ticket.

4) Extension of validity: validity of ticket can be extended until 20 March 2021 (incl.).

5) Ticket changes and refund requests: Ticket changes and refund requests can be made by Turkish Airlines sales offices, sales agents where the tickets are purchased and customer relations center by generating feedback form via [website linked here](#) that the passengers submit the documents for travel prevention.

6) Open-ended procedures: Open-ended procedures can be made by Turkish Airlines sales office, travel agencies where the tickets are purchased and call center. For these procedures, any document submission is not required and passenger declaration will be acceptable.

7) There is a requirement for certification and submission of travel prevention (excluded defined in scope of D/written note in remarks field of PNR will be enough for item D) in order to use additional rights recognized in the scope of the telex. The restrictions described by the national authorities and the declaration of the results of the positive/contacted/ risked test is under the responsibility of the passengers.

8) The rules defined in this policy will be valid for no show passengers as well.

9) Due to the national restrictions and/or COVID Positive/Contact Tracing restrictions and passengers who have a ticket between 14 January 2021 and 28 February 2021 (incl.) for all flights but cannot travel because of vaccination planning individual and mandatory ticket cancellation and/or change requests of group passengers will be applied without the minimum group size rule.

10) For group reservations which have been assigned time limit according to the regional EMD/MCO rules, if travel cannot be carried out due to national restrictions and/or COVID Positive/Contact Tracing restrictions, reservation change and/or deposit refund procedures will be made without considering the penalties that exist under the current fee rules and EMD/MCO rules.

All changes mentioned above are limited to one time only. Additional requests for subsequent changes will be handled according to the original fare rules and/or the scope of other published telex. However ticket change request will be performed under scope of this telex if the new ticket (reissued/exchanged ticket) needs to be changed due to the revision of the restrictions described by the national authorities and/or COVID Positive/Contact Tracing restrictions.

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 remark “FREE REISSUE/REFUND COVID19” in the endorsement field.

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

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