



A STAR ALLIANCE MEMBER 

UNITED KINGDOM

Agency Memo of
Turkish Airlines

COVID-19 Related Procedures and Passenger Rights Policy Extension : 31 Oct 2021



Dear Travel Partners,

For passengers with tickets issued for scheduled domestic and international flights between June 11, 2020 and October 31, 2021 who were/will be unable to board due to COVID-19.

Passengers who were unable to board the scheduled Turkish Airlines and AnadoluJet flights between **June 11, 2020 and October 31, 2021** because they were not accepted by the destination country and/or have a positive COVID-19 test result and/or unable to board their flights because of the PCR test applied for flights arriving to Turkey, may change their ticket, request a refund, change their ticket to an open ticket, or extend the validity of their ticket.

If the ticket is issued on or before October 31, 2021:

The ticket is issued for a scheduled domestic and international Turkish Airlines and AnadoluJet flight (including flights departing Turkey and arriving TRNC) departing Turkey between **June 11, 2020 and October 31,**

2021 (included) but the passenger is not accepted by the destination country and/or is COVID-19 positive/first contact.

The passenger departs Turkey, has a connecting international flight and is prevented from flying due to country-specific restrictions or tests requested by the country authorities.

The passenger is permitted to board the flight even though the obligation to take a PCR test or other tests specified by the authorities of the first point of departure are not fulfilled and the results are not submitted or if the PCR test expired due to stopover, delay and similar reasons and/or if the passenger is not permitted to board the connecting flights at Istanbul Airport (IST), Sabiha Gokcen Airport (SAW) and Ankara Esenboga Airport (ESB) transfer points due to country-specific restrictions (including TRNC flights)

The passenger has a ticket issued before **December 28, 2020** for flights to Turkey between **December 30, 2020 and October 31, 2021** but is not permitted to board the flight due to the obligation to submit a PCR test result in Turkey.

The passenger has a ticket issued for flights and transit flights from/to Turkey for Turkish Airlines and AnadoluJet domestic and international flights (inc. flights to TRNC) between **January 14, 2021 (included) and October 31, 2021 (included)** but is not able to travel due to vaccination planned by the Ministry of Health and the passenger can submit a proof for this.

Ticket change, changing a ticket to an open ticket and refund transactions can be completed once in accordance with the terms and conditions of the flight and regardless of the fare rules.

Change requests:

You can change tickets for Turkish Airlines and AnadoluJet flights until November 30, 2021 without a fee, provided that your destination is in the same flight zone and your flight is in the same cabin.

For tickets departing from abroad that will be processed at the transfer point: If you perform your transaction at the ticket sales offices in Ankara Airport (ESB), Istanbul Airport (IST) and Sabiha Gökçen Airport (SAW), you can make a one-time free change for the same route and cabin for a later date.

For tickets departing from any point in Turkey, issued as connecting flights

to abroad, that will be processed at the transfer point due to restrictions on travel: If you perform a transaction at the ticket sales offices in Ankara Airport (ESB), Istanbul Airport (IST) and Sabiha Gökçen Airport (SAW), you can make a one-time free change for the same route and cabin for a later date.

Interline Tickets:

The interline flight tickets can be changed without paying an additional fee provided that they are in the same fare class. Fare differences, if applicable, are collected separately. If the interline flights are changed to Turkish Airlines or AnadoluJet flights, a change fee shall not be applied.

The passenger has a ticket issued for flights and transit flights from/to Turkey for Turkish Airlines and AnadoluJet domestic and international flights (inc. flights to TRNC) between **January 14, 2021 (included) and October 31, 2021 (included)** but is not able to travel due to vaccination planned by the Ministry of Health and the passenger can submit a proof for this, the change can be completed regardless of the fare rules.

Refund Requests:

You can obtain your refund without paying a fee for individual and group tickets on Turkish Airlines and AnadoluJet flights.

Interline flights are also included.

To benefit from your refund right, you must be able to document the restriction on travel.

Passengers with tickets issued for flights between **December 30, 2020 and October 31, 2021** but are not permitted to board the flights are not required to submit a document.

Passengers who made an international departure but were not accepted on the connecting flight at the transfer points of Ankara Airport (ESB), Istanbul Airport (IST) and Sabiha Gökçen Airport (SAW), due to the obligation to submit the PCR test or other tests determined by the national authorities: if you failed to submit such tests on time and/or due to country restrictions, you are not entitled to a return.

Passengers who made an international departure from Turkey and arriving abroad (including TRNC flights) but are not accepted to the connecting flight at the transfer points of Ankara Airport (ESB), Istanbul Airport (IST) and Sabiha Gökçen Airport (SAW) due to the obligation to submit the PCR

test or other tests determined by the country authorities: if you failed to submit such tests on time and/or due to country restrictions, you are not entitled to a return.

If passengers of group reservations who cannot travel due to the restrictions specified by countries or being COVID-19 positive, posing a risk or has been in contact with a COVID-19 positive person have a ticket issued for flights from Turkey for domestic and international flights (for Turkish Airlines and AnadoluJet) for **January 14, 2021 (included)** and later but are not able to travel due to vaccination planned by the Ministry of Health, the change can be completed regardless of the fare rules. These passengers do not have the right to refund.

Refund options:

You can create a voucher worth 15% more than the ticket price.

You can top-up your Miles&Smiles account 100 Miles for every EUR 1 of the ticket price.

Change-to-Open Ticket:

You can change your ticket to an open ticket without paying an additional fee.

Extension of the ticket period:

You can extend the validity of your ticket until **November 30, 2021**, without paying an additional fee.

Please add following remark into the endorsement box:

"INVOL/FREE REISSUE COVID19"

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

<https://www.turkishairlines.com/en-gb/announcements/coronavirus-outbreak/coronavirus-announcements/>



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