

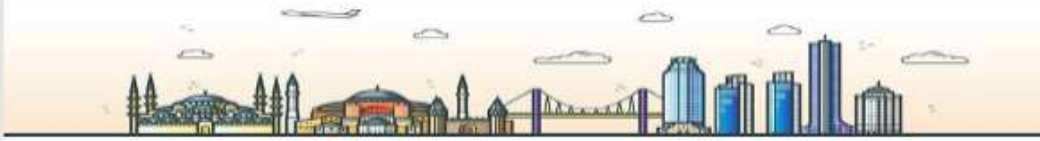


A STAR ALLIANCE MEMBER 

UNITED KINGDOM

Agency Memo of
Turkish Airlines

SCHEDULE CHANGE POLICY
Involuntary Change / Refund Procedures



Dear Travel Trade Partner,

Please find below the Turkish Airlines' Schedule Change Policy.

All passengers must be informed of the schedule change.

All reservations and tickets must be updated with the valid connections / new flights.

Schedule Change Operations

A) Schedule changes not exceeding +/- 15 minutes:

Provided that the connecting flights are not affected, fare rules will apply if the passenger requests an alternative flight other than the one offered.

B) Schedule changes that exceed +/- 15 minutes:

1. Rebooking and Reissue

The rebooking and reissue processes must be completed in the PNR and ticket, if the passenger accepts the offered alternative flight (SC).

2. Changes

Upon being informed about the change to the schedule of his/her flight, the passenger may either accept the offered alternative flight, or request to change it to another flight, which is scheduled to operate **-7 / +30 days** of the date of travel specified on the original ticket. Such changes shall be carried out free of charge within the framework of **"involuntary" transactions**.

In cases where the schedule change affects the other flights (incl. return flights) that are on the same ticket, the transactions shall be made within the scope of involuntary.

The right to change to an alternative flight free of charge due to a schedule change is applicable only once.

Once the passenger has accepted an alternative flight and the reservation has been changed accordingly, the right to a further reservation change will be subject to the original fare rules.

3. Refunds

A) In the event that the passenger does not accept an alternative flight, then an involuntary ticket refund transaction shall be performed.

B) Once the passenger has accepted an alternative flight and the reservation has been changed accordingly, the right to a refund will be subject to the original fare rules.

4. Compulsory Remarks

Please remark "INVOLUNTARY REISSUE/REFUND DUE TO SC" in the endorsement field.

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



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