

UNITED KINGDOM**Agency Memo** of
Turkish Airlines**COVID-19 Related Procedures and
Passenger Rights Policy****REVISED: 15 DEC 2021**

Dear Travel Trade Partners,

Please find below additional rights for passengers whose tickets have been issued between **21 MARCH 2020 – 31 MARCH 2022** (Included).

For all individual and Group tickets purchased between **20 MARCH 2020 – 31 MARCH 2022** (Included) (Including TK stock (235) / Interline (Code Share / SPA / Anadolujet flights). Tickets with reservations for mainland China are excluded, Rebooking / Rerouting or Open Ended ticket requests will be applied according to the following conditions without consideration to the fare rules. These rights will be valid for the tickets providing that the cancellation is made before the scheduled departure time of the flight. If the reservations are not cancelled before the schedules departure time of the flight, reservations will be accepted as NO-SHOW and the change requests will be made as per the original fare rules.

Please note tickets with reservations Domestic flights within Turkey and to/from Ercan (ECN) and Hopa are excluded. Passengers with Domestic tickets (Including Ercan and Hopa) will be valid for sales and tickets made until **31 DECEMBER 2021**. The original fare rules will apply after **01 JANUARY 2022**.

REBOOKING / REROUTING REQUESTS

Fare differences will be charged without applying reissue penalties. Fare differences that may be incurred due to the change request (service charge, currency differences, differences of class, date and route changes, tax differences etc.) will be collected. This includes all TK and AJ operated flights from 235... ticket stock.

Unused tickets can be changed within all the network. Due to combination regulations, partially used tickets can only be changed within the same IATA region.

Condition for free change: Free change can be applied only if the flights in the reservation are cancelled before the first flight departure time.

OPEN-ENDED TICKET PROCEDURES

Open ended ticket procedures – passengers can have an open ended ticket only if flights in the reservation are cancelled before the first departure time of the original ticket. While new reservation is being made by the passenger, any fare differences, differences of class, date and route changes, tax difference must be collected.

GROUP BOOKINGS

Rebooking / Rerouting of group reservation where payment guarantee / MCO has been received on or before **20 MARCH 2020** (Included) will be made disregarding applying the change penalties regardless of the existing fare rules.

REFUND REQUEST

Refund and cancellation request will be made according to original fare rules, there will be no given refund rights within the scope of this memo.

EXTENSION OF VALIDITY

Validity of ticket can be extended until **31 MAY 2022** (included).

APPLICATION CONDITIONS

For tickets purchased between **21 MARCH 2020 and 31 MARCH 2021** (included), travel must be completed by **31 MAY 2022** (included).

Valid for Turkish Airlines and Anadolu Jet operated and marketed International and Domestic flights. This application is valid for rebooking and rerouting requests of group reservations under the conditions of general group rules. Only reissue charges will not be collected in accordance with this memo, NO SHOW tickets are out of scope.

Tickets with reservations on mainland China routes are excluded.

The changes mentioned above are not limited. Ticketing made after **31 MARCH 2022** will be handled according to the original ticket rules.

Please add following remark into the endorsement box:

"INVOL/FREE REISSUE COVID19"

For more information please refer to the Turkish Airlines website:

<https://www.turkishairlines.com/en-int/announcements/coronavirus-outbreak/flexible-change/>

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