

**UNITED KINGDOM****Agency Memo** of  
Turkish Airlines

**COVID-19 Related Procedures and  
Passenger Rights Policy  
for Country Closure and Restrictions,  
Covid Positive or Contact or Vaccination Planning  
Updated: 13JAN22**



Dear Travel Trade Partner,

Subject: 11 June 2020 – 31 January 2022 (incl.) for passengers whose tickets are issued for all international and domestic line (TK/AJ) scheduled flights but **cannot make their trip due to country closure status and restriction, covid positive or contact or vaccination planning**:

Application defined in this telex includes extraordinary cases which are not covered within the irregular operation procedures. The rules given in this telex also include flights which are operated on time and/or delayed within limits defined in related procedure in case that passengers request changes. The irregularities defined in flight and irregular operation procedures will be used for all other extraordinary cases with the rules mentioned in this procedure.

For all on/before the 31st of January 2022 issued tickets (10.item is valid for groups with deposit) based on our partnership, scheduled all international and domestic flights between 11th of June 2020 and 31st of January 2022 (incl.) individual and group tickets transaction will be executed as below without applying the original ticket rules.

**Scope:**

A) For passengers whose tickets are planned for scheduled all international and domestic flights (incl. TR-ECN) by TK/AJ between 11th of June 2020 and 31st of January 2022 (incl.) but not accepted from the country to be travelled and/or covid positive/contacted.

B) Passengers who will travel abroad from any TR points with a transfer and have been determined a condition to inhibit travelling that due to the national constriction or test required (pcr or any other) by national authorities at the transfer point.

C) Passengers who are accepted to flight although they could not submit required tests (pcr or others) at the first international exit point or even though they submitted the test result before starting first international flights, the passengers, who are not accepted the continued flights (incl. ECN) at the transfer point (IST/ESB/SAW) due to not valid test period and exceed specified time limit by authority of the country because of stopover, delay and similar and/or national restrictions.

D) Due to the requirement of submission PCR test on trips to Turkey (incl. transit passengers from TR) for passengers whose tickets issued before 28th of December 2020 and travel dates are planned between 30th of December 2020 and 31st of January 2022 (incl.) to Turkey (incl. transit passengers from TR) but not accepted to flight to be travelled due to lack of PCR test submission.

E) Passengers who have scheduled tickets between 14 January 2021(incl.) and 31 January 2022 (incl.),but who cannot travel due to planned vaccination and who can provide documentation will be eligible to change their tickets (For the groups with deposit 10th clause will be applied) both domestic and international flights (TK/AJ).

F) Passengers who cannot complete their travel due to the decisions made by the country authorities at the starting point

**1) Rebooking / Rerouting Requests:**

Rebooking/rerouting request of all individual and group passengers (incl. from TR to ECN domestic direct flights) 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 new travel date up to February 28, 2022 (incl.) 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 Gokcen 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 Gokcen airport.

For TK stock (235) tickets including interline flights (codeshare or spa), rerouting and rebooking will be made without any charge in case of 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 according to the telex.

Passengers who are not registered for Guangzhou (CAN) flight will not be possible to change routes for Guangzhou (CAN) flights.

**2) Refund Request:**

Refund request of all individual and group passengers (incl. from TR to ECN domestic direct flights) on TK or AJ flights will be made without applying the ticket rules.

Interline flights, on which our partnership is a marketing carrier are in the scope of this telex.

**For group and individual passengers refunds will be permitted if the passengers submit documents defined as travel prevention.**

Passengers may be offered alternative refund options for refund requests and refund will be made according to the passenger preference.

**Refund alternatives**

- Refund of the ticket amount
- Issuance of a traveller cheque for 15% more value of the ticket amount
- Credit 100 miles per 1 Euro at the value of ticket to passengers' Miles and Smiles membership account

Cancellation and refund requests will not be applied for passengers who are completed the first international flight but not accepted to continue flight at the transit point (ESB/IST/SAW) due to the national restrictions or the test requirement of disposal and the exceeding specified time limit for test validity specified by authority of the country.

Cancellation and refund requests will not be applied for passengers who are travelled from any TR point (incl. TR-ECN) with connection flight but not accepted to continue flight at the transit point (ESB/IST/SAW) due to the national restrictions or the test requirement of disposal and the exceeding specified time limit for test validity specified by authority of the country.

**For passengers who will provide treatment 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 publication.**

**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 February 28, 2022 (incl.).

**5) Ticket Changes and Refund Requests**

Ticket changes and refund requests will be made by Turkish Airlines sales office, agencies where the tickets have been purchased and customer relations center by generating feedback form via website provided 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) Certification and Submission of Travel Prevention**

There is a requirement for certification and submission of travel prevention (excl. defined in scope of D) where written note in remarks field of PNR will be enough) in order to use additional rights recognized in the scope of this 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) PCR Test Submission**

PCR test submission is the responsibility of the passenger and our passengers who cannot submit at the first exit point will not be able to benefit from this publication.

**9) No-Show**

This telex will be applied for no-show tickets as well.

**10) Group Reservations**

Due to national restrictions and/or being Covid positive/risked/contacted, including all TR departed, arrived and transit lines between 14 January 2021 (incl.) – 31 January 2022 (incl.), for all scheduled international and domestic (TK/AJ) flights, group reservations with options that are assigned according to and followed by the regional EMD/MCO generals, reservation changes and/or refund issues of the passengers, who have issued ticket but their travel are affected by the vaccine planning, would be done without considering the existing fare rules and penalties within the scope of the EMD/MCO circulars.

**11) Minimum Group Size**

Due to national restrictions and/or being Covid positive/risked/contacted, including all domestic and international routes between 14 January 2021 (incl.) – 31 January 2022, for all scheduled international and domestic (TK/AJ) flights, the passengers, who have issued ticket but their travel are affected because of the vaccine planning, individually and compulsory requests for cancellation and/or change in the group ticket, would be done without applying the minimum group size rule.

**The above-described applications will be limited to only once.**

**Additional changes requests will be handled with existing original ticket fare rules and/or under scope of other published telex. However ticket change request will be performed under scope of this telex if the new ticket (reissued / exchanged ticket) needed to be changed due to the revision of the restrictions described by the national authorities and/or Covid positive/risked/contacted.**