

**UNITED KINGDOM****Agency Memo** of  
Turkish Airlines**IMPORTANT**  
**Extraordinary Weather Conditions in Istanbul**  
Revised 25JAN22

Dear Travel Trade Partner,

Due to extraordinary weather conditions at Istanbul, for the individual and group passengers who have bookings on the **Turkish Airlines and Anadolujet flights from/to Istanbul (IST or SAW) and transit flights between 24JAN22-27JAN22 and ticketed on/before 24JAN22**, will be handled with following conditions, disregarding the related fare rules.

The rules given in this telex include flights which are operated on time and/or delayed within limits defined in related procedure in case that passengers request changes. For cancelled flights standard involuntary rules apply.

**1)Rebooking and Rerouting Requests:**

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 provided that the tickets are revalidated by 07FEB22 (incl.).

If revalidation is made for TK operating flights until 07FEB22 (incl.) changes will be made without any charge. If changes affect passengers' travel plans, rebooking and rerouting will be made (up to affected duration) without any charge for different booking classes only if the new destination is in the same IATA region and in the same cabin.

Rebooking and rerouting is made according to original ticket fare rules on interline flights where TK is the marketing carrier.

**2) Refund Requests:**

Refund requests will be handled with following conditions, disregarding the related fare rules tickets are revalidated until 07FEB22 (incl.).

**A) Unused Ticket:** Refund will be made without any charge providing that tickets are refunded until 07FEB22 (incl.). Interline flights where TK is the marketing carrier are included.

**B) Used Ticket:** Refund will be made considering as involuntary. Interline flights where TK is the marketing carrier are included.

**3) Extension of Validity:**

Validity of ticket can be extended until 07FEB22 without any fare difference or penalty.

**4) Group Bookings**

Rebooking/rerouting and refund requests of group reservations for which payment or guarantee MCO is received will be made disregarding applying penalties of existing fare rules.

**5) Change Procedures**

All changes and refunds can be made by Turkish Airlines sales offices, sales agents where the tickets are purchased and the call center.

**The changes mentioned above will be limited to only once and other additional changes will be handled with existing penalties and fare differences within the fare rules.**

**Please add the following remark into the endorsement field:**

**OHAL 65630 INVOL REISSUE/RFND**