

Dear Travel Trade Partner,

Subject: 11 June 2020 – 31 December 2022 (incl.) for passengers whose tickets are issued for all international and domestic (TK/AJ) scheduled flights but **not allowed on flights**.

**The changes made are as follows;**

- Travel date range has been revised as **11 June 2020 – 31 December 2022**.
- The new travel date has been revised to **31 January 2023**.
- The ticket extension date has been revised to **31 January 2023**.

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 tickets issued on/before the December 31, 2022 (9th item is valid for groups with deposit) based on our partnership, scheduled all international and domestic flights between June 11, 2020 and December 31, 2022 (included) individual and group tickets transaction will be executed as below without applying the original ticket rules.

**Scope:**

A) for passengers whose tickets are issued for all scheduled international and domestic flights by TK/AJ but not accepted due to COVID positive.

B) Passengers who will travel abroad from any TR points with a transfer and have been determined to have 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 and those who have been admitted to the flight despite the failure to present the test and paperwork at the first exit 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 flight, 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) passengers who cannot complete their travel due to the decisions made by the country authorities at the origin/destination country.

**1) Rebooking / Rerouting Requests:**

Rebooking/rerouting request of all individual and group passengers (included from tr to ECN domestic direct flights) on TK/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 is up to January 31, 2023 (included) for TK and AJ operating flights.

If changes affect passenger's travel plans, rebooking and rerouting will be made free of charge with the original class (up to effected duration) if there is availability in the same cabin without considering availability of original class.

Transfer travel will be granted free changes to the same route and the same cabin for a one-time basis, provided that tickets Ankara, Istanbul and Sabiha Gökçen Airport ticket sales offices are processed for transit due to the obstacle travel.

For TK stock (235) tickets including interline flights (codeshare or SPA), rerouting and rebooking will be made without any charge given that 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 are changed to TK/AJ operating flights, change will be applied free of charge according to the TELEX.

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

## **2) Refund Request:**

Refund requests of all individual and group passengers (including from TR to ECN domestic direct flights) on TK/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 proving travel prevention. Passengers may be offered alternative refund options for refund requests and refunds will be made according to the passenger preference.

Cancellation and refund requests will not be applied for passengers who completed the first international or domestic flight but not accepted to continue flight at the transit point (IST/ESB/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. (interline flights can be partially refunded by exception of this section)

## **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 refunds, transaction must be made within 2 years from the original date of the ticket.

## **4) Extension of Validity:**

If the ticket validity is an earlier date it can be extended until January 31, 2023 (included).

### **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 centre by generating feedback form via website provided that the passengers submit the documents that show the details that prevent them from travelling. (<https://www.turkishairlines.com/tr-tr/bilgi-edin/musteri-iliskileri/geribildirim/>)

### **6) Open-ended Procedures**

Open-ended procedures can be made by Turkish Airlines sales office, travel agencies where the tickets are purchased and call centre. **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 in order to use additional rights recognized in the scope of the TELEX. The restrictions described by the national authorities and the declaration of the results of the positive / contacted test is under the responsibility of the passengers. PCR test and the declaration of all documents are passenger's responsibility and our passengers who cannot submit at the first exit point will not be able to benefit from this application.

### **8) No-Show**

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

### **9) Group Reservations**

Due to national restrictions and/or being COVID positive or contacted, including all TR departures, arrivals and transit lines, 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, would be done without considering the existing fare rules and penalties within the scope of the EMD /MCO circulars the above-described applications will be limited to only once. Additional changes request 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 a case of COVID positive.

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

**INVOL REISSUE/RFND**