

UNITED KINGDOMAgency Memo of
Turkish Airlines**ADDITIONAL RIGHTS GIVEN TO PASSENGERS
DUE TO THE EARTHQUAKE IN TÜRKİYE****Updated: 9 FEB 2023**

Dear Travel Partners,

Please find below the updated application for the exceptional cases that need cover due to the earthquake disaster in Türkiye.**Update includes:**

- **travel period:** 06-28 February 2023 (included)
- **ticketing period:** on/before 09 February 2023
- **new list of cities:** KAHRAMANMARAŞ (KCM), GAZİANTEP (GZT), ŞANLIURFA (SFQ), MALATYA (MLX), DİYARBAKIR (DIY), ADANA (ADA), KAYSERİ (ASR), ADIYAMAN (ADF), HATAY (HTY) and ELAZIĞ (EZS)

Application defined in this telex includes extraordinary cases which are not covered within flight and service irregularities procedure (PR.10.67.006). 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 service irregularities procedure (PR.10.67.006) will be used for all other extraordinary cases with the rules mentioned in this procedure.

Due to earthquake that affected KAHRAMANMARAŞ (KCM), GAZİANTEP (GZT), ŞANLIURFA (SFQ), MALATYA (MLX), DİYARBAKIR (DIY), ADANA (ADA), KAYSERİ (ASR), ADIYAMAN (ADF), HATAY (HTY) and ELAZIĞ (EZS), for the individual and group passengers who have bookings on the Turkish Airlines or AnadoluJet flights from/to Istanbul Airport (IST) and Sabiha Gokcen Airport (SAW) and transit and Ankara Airport (ESB) and transit flights between **06 FEB 2023-28 FEB 2023** (Included) and **ticketed on/before 09 FEB 2023**, will be handled with following conditions, disregarding the related fare rules.

Additionally, our passengers with tickets for only domestic flights (including ECN) will be able to take action within the scope of this publication.

Finally, our international passengers arriving in/departing from the above-mentioned provinces will also be able to make transactions within the scope of this publication.

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 providing that the tickets are revalidated until 31 MAR 2023 (included). If revalidation is made for TK Operating flights until 31 MAR 2023 (included) changes will be made without any charge. If changes affect passengers' travel plans, rebooking and rerouting will be made (up to effected duration) without any charge for different booking classes only if the new destination is in the same IATA region and in the same cabin.

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 AnadoluJet Operating flights, change will be applied according to the telex.

2) REFUND REQUESTS

Refund requests will be handled with following conditions, disregarding the related fare rules tickets are revalidated until 31 MAR 2023 (included).

- A. UNUSED TICKET:** Refund will be made without any charge providing that tickets are refunded until 31 MAR 2023 (included). 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 31 MAR 2023 without any fare difference or penalty.

- 4)** 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)** All changes can be made by Turkish Airlines sales offices, website, mobile application, customer service and sales agencies which issues the ticket.

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.