

Refunds

From: MARKETING-UK@THY.COM
Sent: Wednesday, March 4, 2026 3:34 PM
Subject: TK AGENCY MEMO: ADDITIONAL RIGHTS DUE TO SITUATION AFFECTS UNITED ARAB EMIRATES, QATAR, BAHRAIN, DAMMAM, RIYADH, OMAN

Importance: High



A STAR ALLIANCE MEMBER 

UNITED KINGDOM

4 March 2026

TRAVEL UPDATE

**Additional rights due to the situation in UAE, QAT,
BHR, KWT, DMM, RUH, OMN**



Dear Travel Trade Partner,

Due to the current situation which affects the United Arab Emirates, Qatar, Bahrain, Kuwait, Dammam, Riyadh, Oman flights for the individual and group passengers who have bookings on the Turkish Airlines flights from/to the United Arab Emirates, Qatar, Bahrain, Kuwait, Dammam, Riyadh, Oman between **28.02.2026 – 31.3.2026 (including)**

and ticketed on/before **28.02.2026** will be handled with the following conditions, disregarding the related fare rules.

- 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 UNTIL **10.05.2026 (INCLUDING)**.
IF REVALIDATION IS MADE FOR TK OPERATING FLIGHTS UNTIL **10.05.2026 (INCLUDING)**, CHANGES WILL BE MADE WITHOUT ANY CHARGE. IF CHANGES AFFECT PASSENGERS' TRAVEL PLANS, REBOOKING AND REROUTING WILL BE MADE (UP TO THE 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.
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 THE FOLLOWING CONDITIONS, DISREGARDING THE RELATED FARE RULES. TICKETS ARE REVALIDATED UNTIL **10.05.2026 (INCLUDING)**.
- A) UNUSED TICKET: REFUND WILL BE MADE WITHOUT ANY CHARGE, PROVIDING THAT TICKETS ARE REFUNDED UNTIL **10.05.2026 (INCLUDING)**. INTERLINE FLIGHTS WHERE TK IS THE MARKETING CARRIER ARE INCLUDED.
- B) USED TICKET: REFUND WILL BE MADE, CONSIDERING IT IS INVOLUNTARY. INTERLINE FLIGHTS WHERE TK IS THE MARKETING CARRIER ARE INCLUDED.

3) EXTENSION OF TICKET VALIDITY: THE VALIDITY OF THE TICKET CAN BE EXTENDED UNTIL **10.05.2026** WITHOUT ANY FARE DIFFERENCE OR PENALTY.

4) THIS TELEX IS VALID FOR NO-SHOW TICKETS.

5) REBOOKING/REROUTING AND REFUND REQUESTS OF GROUP RESERVATIONS FOR WHICH PAYMENT OR GUARANTEE MCO IS RECEIVED WILL BE MADE, DISREGARDING THE PENALTIES OF EXISTING FARE RULES.

6) ALL CHANGES AND REFUNDS CAN BE MADE BY WEB, MOBILE APP, TURKISH AIRLINES SALES OFFICES, SALES AGENTS WHERE THE TICKETS ARE PURCHASED AND 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.

7) THE RELEVANT PRACTICES WILL ALSO BE VALID FOR ANCILLARY SERVICES

Ticketing Date	Travel Date	New Travel Date	Ticket Extension Date	Transaction Date
28 FEB 2026 and before	28 FEB 2026 – 31 MAR 2026 (Included)	10 MAY 2026 (Included)	10 MAY 2026 (Included)	10 MAY 2026 (Included)

Please add the following remark to the endorsement field:

FOR REISSUE: INVOL REISU DUE UAE/QAT/BHR/KWT/DMM/RUH/OMN SITUATION 123890

FOR REFUND: INVOL RFND DUE UAE/QAT/BHR/KWT/DMM/RUH/OMN SITUATION 123890

FOR REROUTE: INVOL RRTE DUE UAE/QAT/BHR/KWT/DMM/RUH/OMN SITUATION 123890

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



turkishairlines.com

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E infolondon@thy.com | T 020 7471 6653

[Agency Information Online Library](#)

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