

UNITED KINGDOM**3 JUN 2026**

TRAVEL UPDATE:
Additional Rights Due to the Situation Affecting
Entebbe Flights



Dear Travel Trade Partner,

Due to the Ebola outbreak in Uganda, passengers travelling to or from Uganda and passengers departing from Rwanda to the USA with tickets issued on or before **31 MAY 2026**, between **May 15 and June 30, 2026** (including) the transaction of individual and group passengers who have bookings on all Turkish Airlines flights from /to Entebbe, and individual and group passengers who have bookings on Turkish Airlines flights departing from Kigali to the USA will be handled with the following conditions, disregarding the related fare rules, provided that the transactions are completed by **20 Jun 2026 (including)**.

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 TRANSACTIONS ARE COMPLETED UNTIL **20.06.2026 (INCLUDING)**. IF NEW RESERVATIONS ARE MADE ON TK OPERATING FLIGHTS UNTIL **31.08.2026 (INCLUDING)**, CHANGES WILL BE MADE WITHOUT ANY CHARGE REGARDLESS OF AVAILABILITY IN THE SAME BOOKING CLASS. IF THE CHANGES AFFECT PASSENGERS' TRAVEL PLANS, OTHER FLIGHTS ON THE SAME TICKET (UP TO THE AFFECTED DURATION) WILL ALSO BE CHANGED WITHOUT ANY CHARGE, REGARDLESS OF AVAILABILITY IN THE SAME BOOKING CLASS, PROVIDED THAT THEY ARE 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 OF INDIVIDUAL AND GROUP PASSENGERS WHO HAVE BOOKINGS ON ALL TURKISH AIRLINES FLIGHTS WILL BE HANDLED WITH THE FOLLOWING CONDITIONS, PROVIDED THAT THE TRANSACTIONS ARE COMPLETED **UNTIL 20.06.2026 (INCLUDING)**.

A) UNUSED TICKET: REFUND WILL BE MADE WITHOUT ANY CHARGE, DISREGARDING THE RELATED FARE RULES, PROVIDED THAT THE TICKETS ARE REFUNDED UNTIL **20.06.2026 (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 **31.08.2026 (INCLUDING)**

WITHOUT ANY FARE DIFFERENCE OR PENALTY, PROVIDED THAT AN EARLIER DATE IS REQUESTED.

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.

Ticketing Date	Travel Date	New Travel Date	Ticket Extension Date	Transaction Date
31 MAY 2026 and before	15 MAY – 30 JUN 2026 (Included)	30 JUN 2026 (Included)	31 AUG 2026 (Included)	20 JUN 2026 (Included)

Please add the following remark to the endorsement field:

FOR REISSUE: INVOL REISU DUE TO EBB FLIGHTS SITUATION 128313
FOR REFUND: INVOL RFND DUE TO EBB FLIGHTS SITUATION128313
FOR REROUTE: INVOL RRTE DUE TO EBB FLIGHTS SITUATION 128313

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



turkishairlines.com

General Enquiries (24h)

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UK Travel Agency Support

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E infolondon@thy.com | T 020 7471 6653

[Agency Information Online Library](#)

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TURKISH AIRLINES

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