

TERMS AND CONDITIONS

DEFINITION OF A GROUP:	A group is defined as a minimum of 10 or more adults in Economy Class, 6 or more adults in Business Class who must travel outbound together on the same flights.
MAKING BOOKING:	All bookings must be sent to Turkish Airlines Group Departments by email to your local Turkish Airlines sales office. BIRMINGHAM OFFICE on email bhx.group@thy.com EDINBURGH OFFICE on email edi.group@thy.com LONDON OFFICE on email group-uk@thy.com MANCHESTER OFFICE on email mangroups@thy.com
FARES-TAXES:	Fares are NET- non-commissionable, unless otherwise advised. Relevant taxes will be applied at the time of ticket issue. Government or other authorities may increase such taxes, charges or fees after you have made reservation and, in this case, Turkish Airlines reserves the right to require you to pay the difference applicable to your reservation. Base Fare+YR are secured by the deposit payment date.
DATES CHANGES:	Before Ticketing: Any date change and routing deviations are subject to booking class availability, re-pricing and fare rule. Please refer CANCELLATION PENALTY & DEPOSIT REFUND RULE on PAGE 3. After Ticketing: Inbound Reservations can be changed provided that the group size does not fall below the minimum of 10 pax. Any date change and routing deviations are subject to booking class availability, re-pricing and fare rule.
NAME CHANGES:	Before Ticketing: Name changes will be free of charge. After Ticketing: £100.00 per pax (Name changes must be advised min 96 hours before departure) Spelling mistakes are accepted as long as they do not exceed three letters per ticket. Ages of children less than 12 years must be advised.
DEPOSIT AND CONTRACT SIGNING:	Please refer to Annex 1 for the applicable deposit amount. If the entire group is cancelled, the deposit paid for the reserved seats will be non-refundable. The deposit paid to the group will remain non-refundable for cancellations made between 355 and 31 days prior to departure. The deposit cannot be transferred to another group. If the group size is reduced by less than 20% after the deposit has been received, the deposit paid may be applied towards the group's final balance. For cancellation within 30days if the group size is reduced by more than 20% the applicable cancellation charges as set out in Annex 1 will apply. Where the cancellation penalty is Base Fare + YR, the deposit paid will be deducted from the final cancellation penalty, and any remaining balance of the cancellation charges will be payable by customer. Notification of the confirmed group size must be submitted in writing together with the deposit payment (via EMD or BANK TRANSFER). Failure to do so may result in the cancellation of the reservation.

TRAVEL DOCUMENTS:	It is the agent's responsibility to ensure that clients travelling have sufficient visas and immigration clearance during transit and on arrival to their destinations. Any clients who are denied boarding due to insufficient travel documents will be levied a no-show and their ticket will be no longer valid for further travel.
SCHEDULE CHANGES:	Turkish Airlines may withdraw/alter flights and schedules at any time. These changes are dealt with in accordance with Turkish Airlines' Conditions of Carriage.
TIME LIMITS & DEPOSIT REQUIREMENTS:	Time Limits and Cancellations, please see attached: Annex 1 Deposit paid to the group remain non-refundable for cancellations over 31 days prior to departure. However, for cancellations within 30 days prior to departure, cancellation fees can be deducted from the deposit.
CANCELLATION/REFUNDS:	If any party of the entire group or any confirmed bookings are cancelled once the tickets have been issued, Turkish Airlines will charge 100% full cancellation of the fare. After departure partially used tickets are non-refundable.

CONFIRMATION OF GROUP BOOKING

PNR NO. :

SIGNATURE :

NAME AND TITLE :

SEATS TO BE HELD :

DATE :

AGENCY NAME :

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Annex 1: CONFIRMATION OF GROUP PNRs

DEPOSIT RULE

PNR CANCELLATION DATE PRIOR TO DEPARTURE	TR	BEYOND	TIME LIMITS FOR DEPOSITS
355 – 120 DAYS	50GBP	100GBP	30 DAYS AFTER RESERVATION
119 – 61 DAYS	50GBP	100GBP	20 DAYS AFTER RESERVATION
60 – 31 DAYS	50GBP	100GBP	7 DAYS AFTER RESERVATION
30 – 15 DAYS	50GBP	100GBP	3 DAYS AFTER RESERVATION
14 – 8 DAYS	BASE FARE + YR	BASE FARE + YR	1 DAYS AFTER RESERVATION
7 – 0 DAYS	BASE FARE + YR	BASE FARE + YR	RESERVATION CREATION DATE

**** All deposit amounts are per person**

DEPOSIT PAID FOR THE ENTIRE GROUP REMAINS NON-REFUNDABLE FOR CANCELLATIONS 355-31 DAYS BEFORE DEPARTURE.

DEPOSIT CANNOT BE TRANSFERRED TO ANOTHER GROUP

CANCELLATION PENALTY & DEPOSIT REFUND RULE

PNR CANCELLATION DATE PRIOR TO DEPARTURE	TR	BEYOND	CANCELLATION CONDITION	DEPOSIT REFUND CONDITION
355 – 91 DAYS	FREE	FREE	No restrictions	Deposit Non-refundable
90 – 31 DAYS	50GBP	100GBP	Applied if more than 20% of the group is cancelled	Deposit Non-refundable
30 – 8 DAYS	BASE FARE + YR	BASE FARE + YR	Applied if more than 20% of the group is cancelled	The deposit will be deducted from the final cancellation penalty.
7 – 0 DAYS	BASE FARE + YR	BASE FARE + YR	For any cancellation	The deposit will be deducted from the final cancellation penalty.

**** All cancellation amounts are per person**

Full payment requires 14 days before departure and names to be advised 7 days prior to departure for ticketing
Notification of actual group size should be advised in writing together with deposit. (EMD-s, bank transfer)
Failure to do so will result in your reservation being cancelled.