

## IMPORTANT INFORMATION

### INDIA - INVOLUNTARY CHANGE PROCEDURE / REVISED

Dear Agents

DUE TO THE ENTRY/EXIT RESTRICTIONS APPLIED BY INDIA AUTHORITIES.

Involuntary Change Procedure.

Individual and group passengers ticketed on/before 12th March 2020 and have bookings on Turkish Airlines flights from/to IST/BOM - DEL / IST between 12th March 2020 to 15th April 2020 and whose destination/origin country is INDIA, will have the following conditions applying until 30th April 2020 for travel upto 31st May 2020, disregarding the related fare rules.

Rerouting and rebooking:

A) Rebooking and rerouting will apply in case of new destination is being requested in the same IATA region, higher RBD is permitted in the same cabin in case of original class is NOT available. Please ensure, tickets are revalidated/reissued on or before 30th April 2020 (including).

B) Rerouting and rebooking for TK operating flights later than 31st May 2020 can be extended up to one year from the original ticketing date without any charges providing same RBD is available. If the same RBD is not available then fare difference will be applied without any change penalty.

Extension of validity:

Validity of ticket can be extended until 31st May 2020 without any fare difference or penalty.

Interline tickets:

In case of rebooking and rerouting on interline flights where TK is the marketing carrier then fare rules will apply.

Refund Request:

Refund request will be handled with the following conditions, disregarding the related fare rules, tickets are revalidated until 30th April 2020 (including).

Unused tickets:

Refund will be made without any charge disregarding the fare rules, interline flights where TK is the marketing carrier is included.

Used Tickets:

Refund is applicable where TK is the marketing carrier.

Group Bookings:

Rebooking / rerouting of group reservation for which payment or guaranteed MCO is received will be exempted of applying penalties as per the existing fare rules.

All changes can be made by Turkish Airlines sales offices, agencies and call centres. All changes mentioned above are limited to one time only, other than that fare rules will apply for subsequent changes.

Please remark "INVOL REISS/REF COVID-19" in the endorsement field.

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