

UNITED KINGDOM**Agency Memo** of
Turkish Airlines

IMPORTANT INFORMATION
COVID-19 Related Procedures and
Passenger Rights Policy
REVISED - 03JUL20



Dear Agents,

Further to our previous communications, please be advised that the policy for tickets purchase since 21MAR20 on non-cancelled flights has been revised. Any tickets purchased between **21MAR20-31AUG20** are exempt from the re-issue penalty (fare / Tax differences will still apply). Full details can be found below and attached.

Please remember that all of our COVID-19 related policies, including the one for cancelled flights, give the passenger great flexibility for rebookings with the option to opt for an open-ended ticket where the new travel dates can be decided up until 31DEC21 (incl.), provided that the journey is completed by 31DEC21 (incl.).

Please find below all of our COVID-19 related policies in table format outlining the conditions in which they apply and the rights given to passengers under them.

TURKISH AIRLINES COVID-19 PASSENGER RIGHTS			
TYPE:	A	B	C
STATUS OF FLIGHT	FOR ALL CANCELLED FLIGHTS	FOR NON-CANCELLED FLIGHTS	FOR NON-CANCELLED FLIGHTS
ORIGINAL TRAVEL DATES	ANY TIME	OPEN - 31DEC20	OPEN - 31DEC20
TKT PURCHASE DATE	ANY TIME	ON OR BEFORE 20MAR20	BETWEEN 21MAR20-31AUG20
Applicable Flights	Turkish Airlines STOCK 235 (TK) / Anadolujet (AJ) International flights (Tickets including interline flights - codeshare or SPA. Please note: For schedule changes where alternative flights have not been offered, standard flight cancellation involuntary procedures will apply for such cases.	Turkish Airlines STOCK 235 (TK) / Anadolujet (AJ) International flights (excluding domestic flights within Turkey and to/from Ercan Airport)	Turkish Airlines STOCK 235 (TK) / Anadolujet (AJ) International flights (Tickets including interline flights - codeshare or SPA)
Rebooking/Rerouting	No charge in different booking classes as long as the new destination is in the same IATA region and the same cabin type, provided that travel is completed by 31DEC21 (incl.)	No charge in different booking classes as long as the new destination is in the same IATA region and the same cabin type, provided that travel is completed by 31DEC21 (incl.)	Fare difference, including service charges, currency difference, difference in available booking class, date and route changes, tax differences, must be charged without applying reissue penalty, provided that travel is completed by 31DEC21 (incl.).
Procedure for Open-ended tickets	Please remove remaining segments, if any, from the booking. New departure dates can be decided up to the 31DEC21 (incl.). The journey should be completed by 31DEC21 (incl.). Once passenger has decided on the new travel dates, reissue current ticket with appropriate remarks as specified below in the endorsement field.	Free change can be applied only if the original flights in the reservation are removed / cancelled before the first flight departure date. New departure dates can be decided up to the 31DEC21 (incl.). The journey should be completed by 31DEC21 (incl.). If reservations are not cancelled before the schedule time of first flight, reservation will be considered as a NO SHOW and the	Original flights in the reservation must be removed / cancelled before the first flight departure date. New departure dates can be decided up to the 31DEC21 (incl.). The journey should be completed by 31DEC21 (incl.). Difference in Fare, Taxes will be collected without the change penalty. If reservations are not cancelled before the schedule time of first flight, reservation will be

		change request will be made according to the ticket fare rules.	considered as a NO SHOW and the change request will be made according to the ticket fare rules.
Ticket Validity	Extension of ticket validity for used or partially used tickets can be applied without any charges until 31DEC21 (incl.)	Extension of ticket validity for used or partially used tickets can be applied without any charges until 31DEC21 (incl.)	Extension of ticket validity for used or partially used tickets can be applied without any reissue penalty until 31DEC21 (incl.), however any fare difference must be collected for the new travel dates.
Refund	Refund request on tickets issued on or after 01 JUN 20 can be processed via GDS system.	Refund and cancellation requests are to be made according to the original fare rules. The refund conditions highlighted in previous waiver conditions sent in relation to COVID 19 will no longer be valid.	Refund and cancellation requests are to be made according to the original fare rules. NO REFUND rights are given within the scope of this condition. Refund request on tickets issued on or after 01 JUN 20 can be processed via GDS system.
Group Bookings	Rebooking / rerouting of group reservations for which payment or guaranteed MCO has been received, will be exempted of applying change penalties as per the existing fare rules. The validity of the EMD can be extended until 31DEC21 (incl.).	Rebooking / rerouting of group reservations for which payment or guaranteed MCO has been received on or before 20MAR20, will be exempted of applying change penalties as per the existing fare rules. The validity of the EMD can be extended until 31DEC21 (incl.).	Rebooking / rerouting of group reservations for which payment or guaranteed MCO has been received between 21MAR20-31AUG20 will be exempted of applying change penalties as per the existing fare rules. However same fare level will not be guaranteed for new travel dates. The validity of the EMD can be extended until 31DEC21 (incl.).
Interline	This includes Turkish Airlines STOCK 235 (TK) (Tickets including interline flights - codeshare or SPA).	Where TK is the marketing carrier (stock 235), rebooking / rerouting is made without any charge provided that the same booking class is available. If the same booking class in the same cabin is not available, fare difference and other charges will be charged without applying rebooking/rerouting penalties. However – if the interline flights change to TK or	Where TK is the marketing carrier (stock 235), rebooking / rerouting is made without any charge provided that the same booking class is available. If the same booking class in the same cabin is not available, fare difference and other charges will be applied without collecting change penalties. However – if the interline flights change to TK or AJ operating flights, change will be applied according

		AJ operating flights, change will be applied according to the conditions of changes in this memo without collecting any fare difference and other charges which may apply.	to the conditions of changes in this memo.
Application Restriction	All changes mentioned above are limited to one time only, other than that fare rules will apply for subsequent changes.	All changes mentioned above are limited to one time only, other than that fare rules will apply for subsequent changes.	The changes mentioned above are NOT limited. However ticket changes after 31AUG20 will be considered as per the fare rules.
Remark required in the endorsement field	INVOL REISSUE/REFUND COVID19 FX	FREE REISSUE COVID19 20MAR	FREE REISSUE COVID19 21MAR
Further Change Rights due to Cancellation or Schedule Change	Once the new ticket has been issued, should the new flights be affected by flight cancellation standard involuntary procedures apply. Should the new flights be affected by schedule change the standard Turkish Airlines schedule change policy will apply.	Once the new ticket has been issued, should the new flights be affected by flight cancellation standard involuntary procedures apply. Should the new flights be affected by schedule change the standard Turkish Airlines schedule change policy will apply.	Once the new ticket has been issued, should the new flights be affected by flight cancellation standard involuntary procedures apply. Should the new flights be affected by schedule change the standard Turkish Airlines schedule change policy will apply.