

PASSENGER RIGHTS COVID 19 / 25 SEP 20



REVISED

- Excluded tickets with reservations on mainland "CHINA" routes.

Dear Agents,

Please be advised that the policy for tickets purchase since **21 MARCH 20** on **non-cancelled flights / voluntary changes** has been revised.

Any tickets (including non-changeable promotion tickets) purchased between **21 MARCH 20 - 31 DECEMBER 20** are exempt from the re-issue penalty (fare differences will still apply).

This applies to Turkish Airlines STOCK **235** (TK) / Anadolujet (AJ) International flights (Tickets including interline flights - codeshare or SPA). **Tickets with reservations on mainland "CHINA" routes excluded.**

Rebooking/ Rerouting or open-ended tickets requests will be applied according to the following conditions.

These rights will be valid for the tickets if the original flights in the reservation are removed / cancelled before the first flight departure date. If reservations are not cancelled before the scheduled departure of the flight then reservations will be accepted as NO-SHOW and change requests will be made according to the original fare rules.

REBOOKING / REROUTING:

Reservation change will have no reissue penalty provided that the change and 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. Tickets booked between 21 MAR 20-31 DEC 20 are exempt of change fee and changes are not limited.

OPEN-ENDED TICKET PROCEDURES:

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 on before **31DEC21** (incl.). If reservations are not cancelled before the schedule time of first flight, reservation will be considered as a **NO SHOW** and the change request will be made according to the ticket fare rules. When new reservation is made any fare difference and additional costs is to be collected, no change penalty will apply.

REFUND REQUESTS:

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.

GROUP BOOKINGS:

Rebooking / rerouting of group reservations for which payment or guaranteed MCO has been received between **21 MAR 20 – 31 DEC 20** 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 **31 DEC 21** (incl.).

APPLICATION CONDITIONS:

Valid for tickets purchased between 21 MARCH 2020 – 31 DECEMBER 2020 (included)

New journey should be completed up to 31 DECEMBER 2021 (included) valid for Turkish Airlines and Anadolujet operating and marketing International and Domestic flights.

Tickets with reservations on mainland "CHINA" routes excluded.

Fare differences that may be incurred due to the change request (service charge, currency differences, differences of class, date and route changes, tax differences) will be collected.

Tickets booked between 21 MAR 20-31 DEC 20 are exempt of change fee and changes are not limited.

Any changes applied after 31 DEC 20 will be considered as per the the original fare rules.

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.

Please add following remark into the endorsement box:

"INVOL/FREE REISSUE COVID19"

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

TELEX REFERENCE: 332856753