

ITX FARES REFUND POLICY

Dear Agents

In order to offer more flexibility to our customers, Turkish Airlines will be offering refund for ITX bookings with ticketing and travel up to **31st March 2021 (including)**.

Please see below the applicable conditions for the refund policy:

- Tickets must be issued with an ITX Fare
- There must be a travel restriction imposed by governments at the departure/ arrival country OR passenger testing positive for COVID-19. PCR Test result must be sent by email at the time of refund request.

Refunds request must be sent by email to your local Turkish Airlines office, **within 30 days of cancelling the booking** and a waive code must be obtained before processing the refund, otherwise you may be subject to an ADM.

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

Kind Regards

Manchester Marketing