

# UNITED KINGDOM

# Agency Memo of Turkish Airlines

## COVID-19 PROCEDURES AND PASSENGER RIGHTS POLICY 29DEC20



### TURKISH AIRLINES COVID-19 PASSENGER RIGHTS

STATUS OF FLIGHT	FOR ALL CANCELLED FLIGHTS	FOR NON-CANCELLED FLIGHTS		
ORIGINAL TRAVEL DATES	ANY TIME	OPEN - 31DEC20	OPEN – 31DEC21	11JUN20 – 28FEB21 *FOR PASSENGER TYPE D) 30DEC20-28FEB21*
TKT PURCHASE DATE	ANY TIME	ON OR BEFORE 20MAR20	BETWEEN 21MAR20-31MAR21	BEFORE 28FEB21 * FOR PASSENGER TYPE D) BEFORE 28DEC20*
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), except tickets with reservations on Mainland China routes	Turkish Airlines STOCK 235 (TK) / Anadolujet (AJ) International and Domestic Flights

Applicable Passengers	All passengers	All passengers	All passengers	<p>A) Passengers not permitted to travel by the country of departure/arrival due to COVID-19 restrictions and/or COVID Positive/Contact Tracing restrictions</p> <p>B) Passengers travelling abroad with a transfer from any TR point determined to have a condition inhibiting travel due to national restrictions or test requirement (PCR or any other) at the transfer point</p> <p>C) Passengers who are not accepted to the connecting flight at the transfer point (IST/ESB/SAW) due to the expiration of the test validity period set by the national authorities because of a stopover, delay and similar and/or national restrictions.</p> <p><b>*D)</b> Passengers whose travel dates are scheduled between 30DEC20-28FEB21 (incl.) and ticketed before 28DEC20, but not accepted onto the flight due to lack of PCR test submission <u>required by Turkey</u> (including transit/transfer passengers).</p>
NO SHOW Application	N/A	If the passenger is registered as a NO SHOW on the flight, original ticket fare rules will apply.	If the passenger is registered as a NO SHOW on the flight, original ticket fare rules will apply.	The rules defined in this application will be valid for NO SHOW passengers as well.
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.)	No reissue penalty 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.	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 20MAR21 (incl.)

<b>Procedure for Open-ended tickets</b>	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 change request will be made according to the ticket fare rules.	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 change request will be made according to the ticket fare rules.	Please remove segments from the booking. New departure dates can be decided up to the 20MAR21 (incl.) and the journey should be completed by 20MAR21 (incl.) for the reissue to be completely FOC. (Otherwise FREE REISSUE COVID19 21MAR will apply) Once passenger has decided on the new travel dates, reissue current ticket with appropriate remarks as specified below in the endorsement field.
<b>Ticket Validity</b>	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.	Extension of ticket validity for used or partially used tickets can be applied without any charges until 20MAR21 (incl.)

<p><b>Refund</b></p>	<p>Please submit your Refund requests via GDS.</p>	<p>Refund and cancellation requests are to be made according to the original fare rules.</p>	<p>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.</p>	<p>Refunds will be permitted if the passenger submits documents defined as travel prevention. For passenger type D) only, specified above, a written note in the remarks field of the PNR will suffice. This application is available for individual and group passengers and includes Interline Flights where TK is the marketing carrier. The Refund options below will be applied according to passenger preference:</p> <ul style="list-style-type: none"> <li>- Issuance of a traveller cheque with 15% additional value of the ticket amount</li> <li>- Credit of 100 air miles per 1 EUR of the value of ticket to the passenger's Miles &amp; Smiles membership account</li> <li>- Refund of the ticket amount</li> </ul> <p>Cancellation and refund requests <b>will not be available</b> for passengers who have completed the first flight, but are not accepted to the connecting flight at the transfer point.</p>
<p><b>Group Bookings</b></p>	<p>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.).</p>	<p>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.).</p>	<p>Rebooking / rerouting of group reservations for which payment or guaranteed MCO has been received between 21MAR20-31MAR21 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.).</p>	<p>Rebooking / rerouting / refund of group reservations for which payment or guaranteed MCO has been received, will be exempted of applying change/cancellation penalties as per the existing fare rules if the travel cannot be carried out due to national restrictions and/or COVID positive/ risked/ contacted.</p>

<b>Interline</b>	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 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.	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 AJ operating flights, change will be applied according to the conditions of changes in this memo.	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 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. Where TK is the marketing carrier (stock 235), refund requests will be handled according to the applications specified above in the refund section.
<b>Application Restriction</b>	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 will not be limited. Ticketing made after Mar 31, 2021 will be handled according to the original ticket rules.	All changes mentioned above are limited to one time only. Additional requests for subsequent changes will be handled according to the original fare rules and/or the scope of other published telex.
<b>Remark required in the endorsement field</b>	<b>INVOL REISSUE/REFUND COVID19 FX</b>	<b>FREE REISSUE COVID19 20MAR</b>	<b>FREE REISSUE COVID19 21MAR</b>	<b>FREE REISSUE/REFUND COVID19 28DEC</b>
<b>Further Change Rights due to Cancellation or Schedule Change</b>	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.	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.