

## UNITED KINGDOM

## Agency Memo of Turkish Airlines



### UPDATED : 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 up to **30.06.2021** and travel up to **31.12.2021** (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, and a waive code must be obtained before processing the refund, otherwise you may be subject to an ADM. **Refund Last Application Date – 30.06.2021.**

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

Kind Regards

Manchester Marketing

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**TURKISH AIRLINES**

[www.turkishairlines.com](http://www.turkishairlines.com)



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