

Dear Travel Trade Partners,

Please find below the updated passenger rights policy and additional rights given to passengers whose tickets are planned for all scheduled TK/AJ flights between **11 June 2020** and **31 March 2021** (incl.) but not accepted by the destination country due to COVID Positive/Contact Tracing restrictions, vaccination planning programs and other restrictions introduced by countries.

This policy has been revised and updated to include the following:

- The validity period has been extended until **31 March 2021**.
- The period to complete the journey and the right to extend the validity of the ticket has been extended until **20 April 2021**.
- The additional rights given due to the PCR test requirement introduced by Turkey have been extended until **31 March 2021**.
- The additional rights given to passengers related to vaccination planning programs have been expanded to include all TR arrivals and transiting passengers. (Passengers must present documentation and will only be given rebooking rights.)

For all individual and group tickets issued on/before **31 March 2021**, for all flights between **11 June 2020 and 31 March 2021** (incl.) the following transactions can be executed for applicable passenger types (SCOPE).

Scope:

A) Passengers not permitted to travel by the country of departure/arrival due to COVID-19 restrictions and/or COVID Positive/Contact Tracing restrictions whose tickets are planned for all scheduled TK/AJ flights between 11 June 2020 and 31 March 2021. (For deposited groups, please see item 10.)

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.

C) Passengers who are accepted to flight although they could not submit required tests at the first international exit point or 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.

D) Passengers whose travel dates are scheduled between 30 December 2020 and 31 March 2021 (incl.) and ticketed before 28 December 2020, but not accepted onto the flight due to lack of PCR test submission required by Turkey (including transit/transfer passengers).

E) Passengers who have tickets between 14 January 2021 and 31 March 2021 (incl.) but cannot travel because of vaccination planning and can submit a document about this (SMS/e-mail) will be given only rebooking rights. (For deposited groups, please see item 10.)

F) Passengers who cannot travel due to decisions taken by the authorities of the country at the starting point of travel.

1) Rebooking/Rerouting: Rebooking/rerouting requests of all individual and group passengers on TK or AJ flights will be made without applying the ticket rules.

Rebooking and rerouting will be made without any charge for different booking classes only if the new destination is in the same IATA region and in the same cabin providing that travel is completed up to 20 April 2021 (incl.) for TK and AJ operating flights.

If changes affect passengers travel plans, rebooking and rerouting will be made free of charge with the original class (up to affected duration) if there is availability in the same cabin without considering availability of original class.

Free changes will be made for a future date for the same route at the same cabin for tickets to be changed at the transit point provided that the transaction is made at the Turkish Airlines sales offices located in Ankara, Istanbul and Sabiha Gökçen airport.

Free changes will be made for a future date for the same route at the same cabin for tickets from any TR point with connection to abroad to be changed at the transit point provided that the transaction is made at the Turkish Airlines sales offices located in Ankara, Istanbul and Sabiha Gökçen airport.

For TK stock (235) tickets including interline flights (codeshare or SPA), rerouting and rebooking will be made without any charge if same booking class is available. If the same booking class in the same cabin is not available, fare differences and other charges will be charged without applying rebooking/rerouting penalties.

However if interline flights change to TK or AJ operating flights, change will be applied free of charge accordingly.

2) Refund requests: Refund request of all individual and group passengers on TK or AJ flights will be made without applying the ticket rules. Interline flights, on which our partnership is a marketing carrier are also included. Refunds will be permitted if the passengers submit documents defined as travel prevention.

The Refund options below will be applied according to passenger preference:

- refund of the ticket amount
- Issuance of a traveller cheque with 15% additional value of the ticket amount
- Credit of 100 air miles per 1 EUR of the value of ticket to the passenger's Miles & Smiles membership account

Cancellation and refund requests **will not be available** for passengers who have completed their first flight, but are not accepted to the connecting flight (departing TR arriving beyond) at the transfer point (ESB/IST/SAW).

For passengers within the scope of Section E, the right to make free changes regardless of fare rules is given and refund rights will not be granted under this policy.

3) Issue date for new travel: There is no restriction on issue date for the new travel date. Passengers can hold their tickets as open ended ticket until the new travel date. For refunds, transaction must be made within 2 years from the original date of the ticket.

4) Extension of validity: validity of ticket can be extended until 20 April 2021 (incl.).

5) Ticket changes and refund requests: Ticket changes and refund requests can be made by Turkish Airlines sales offices, sales agents where the tickets were purchased and customer relations center by generating feedback form via [website linked here](#) that the passengers submit the documents for travel prevention.

6) Open-ended procedures: Open-ended procedures can be made by Turkish Airlines sales office, travel agencies where the tickets were purchased and call center. For these procedures, any document submission is not required and passenger declaration will be acceptable.

7) There is a requirement for certification and submission of documents regarding travel prevention in order to use additional rights recognized in the scope of this policy. (cases defined in item D are excluded from this, written note in remarks field of PNR will be enough for item D.) The restrictions introduced by the national authorities and the declaration of documents relating to COVID Positive/Contact Tracing restrictions and vaccination planning programs is within the responsibility of the passengers.

8) The rules defined in this policy will be valid for no show passengers as well.

9) For group reservations that are assigned special time limit options according to regional EMD/MCO rules, passengers who cannot travel due to the national restrictions and/or COVID Positive/Contact Tracing restrictions with tickets after 14 January 2021 (incl.) for all scheduled flights, reservation changes and/or deposit refund procedures will be made without considering the penalties that exist under the current fee rules and EMD/MCO rules.

10) Passengers who cannot travel due to the national restrictions and/or COVID Positive/Contact Tracing restrictions with group tickets after 14 January 2021 (incl.) for all scheduled flights, an individual and mandatory ticket cancellation and/or change requests of group passengers will be applied without the minimum group size rule.

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. However ticket change request will be performed under scope of this policy if the new ticket (reissued/exchanged ticket) needs to be changed due to the revision of the restrictions described by the national authorities and/or COVID Positive/Contact Tracing restrictions.

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 remark “FREE REISSUE/REFUND COVID19” in the endorsement field.

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