

COVID 19 Related Procedures and Passenger Rights Policy

REVISED: 26 NOV 2021

Please find below additional rights for passengers whose tickets have been issued between 20 MARCH 2020 – 31 DECEMBER 2020 (Included).

For all individual and Group tickets purchased between 20 MARCH 2020 – 31 DECEMBER 2020 (Included) (Including TK stock (235) / Interline (Code Share / SPA / Anadolujet flights). Please note tickets with reservations Domestic flights within Turkey and to/from Ercan (ECN) are excluded.)

Rebooking / Rerouting or Open Ended ticket requests will be applied according to the following conditions without considering fare rules, these rights will be valid for the tickets provided that cancellation is made before the scheduled departure time of the flight. Failure to do this will result in the ticket becoming a NO SHOW and the original fare rules will apply.

REBOOKING / REROUTING REQUESTS

Rerouting and rebooking change will be made until 31 DECEMBER 2021 (included) (travel completion). Fare differences will be charged without applying reissue penalties. Fare differences that may be incurred due to the change request (service charge, currency differences, differences of class, date and route changes, tax differences etc.) will be collected. This includes all TK and AJ operated flights from 235... ticket stock.

Unused tickets can be changed within all the network. Due to combination regulations, partially used tickets can only be changed within the same IATA region.

Condition for free change: Free change can be applied only if the flights in the reservation are cancelled before the first flight departure time.

New departure date can be decided up to 31 DECEMBER 2021. (Included)

For tickets which have been cancelled with this rule, passenger will not be accepted as NS, even if re-booking and re-routing is made after the flight.

If the flights in the reservation is not cancelled before the scheduled departure time of the flight, the reservation will be accepted as a NS and the change request will be made according to the original ticket rules.

Exceptions:

A. In order not to restrict passenger rights given by previous memo, passengers who have a reservation which has been ticketed on / before 20 MARCH 2020 (Included) and travel date is up to 31 MAY 2020 (Included) can change their reservation, even after the first departure date. Cancellation is not necessary before the first departure date – this only applies for these passengers. This change can be applied ONCE and they will not be accepted as NS.

B. Passengers with reservations which were ticketed between 01 NOVEMBER 2019 and 20 MARCH 2020 (Included) but can not travel due to pandemic reasons, and who cannot change the ticket until 31 DECEMBER 2021 (Included) fare difference will be charged, without applying the penalties. Fare differences which may be incurred due to the change request (Service charge, currency differences, differences of booking class, date and route changes, tax differences etc.) will be collected.

The travel completion date is limited to 31 MAY 2022, and the validity of the tickets for our passengers who may change within the scope of this memo, can be extended up to 31 MAY 2022.

OPEN-ENDED TICKET PROCEDURES

Open ended ticket procedures – passengers can have an open ended ticket only if flights in the reservation are cancelled before the first departure time of the original ticket. New departure dates can be decided up to 31 DECEMBER 2021 (Included), provided that new travel must be completed before 31 DECEMBER 2021 (Included)

GROUP BOOKINGS

Rebooking / Rerouting of group reservation where payment guarantee / MCO has been received on or before 20 MARCH 2020 (Included) will be made disregarding applying the change penalties regardless of the existing fare rules.

REFUND REQUEST

Refund and cancellation request will be made according to original fare rules, there will be no given refund rights within the scope of this memo.

Refund rights given by COVID-19 related memos, with reference to non-cancelled International flights, will no longer apply.

EXTENSION OF VALIDITY

Validity of ticket can be extended until 31 DECEMBER 2021 (included) without any fare difference or penalty.

Please add following remark into the endorsement box:

"INVOL/FREE REISSUE COVID19"