

## Voluntary flight cancellations

Tickets issued on/before 20Mar20

- Applies to all international tickets, including Anadolujet, for original flights up to **31Dec20**.
- *Excluding all domestic flights*
- Re-booking can be made at no charge in any booking class (same cabin) for travel until 31Dec21.
- Re-routing can be made at no charge if new destination is in same IATA region for travel until 31Dec21.
- **NB!** TK stock (235) tickets incldg interline flights (code-share or SPA) may only be made without charge if same booking class is available.
- *If same booking class is not available, fare diff & other charges must be collected, but the re-booking fee is automatically waived.*
- **NB!** Free changes can only be applied if the flights in the reservations are cancelled before the first flight departure time. i.e. pax may **not no-show** for the first departure flight!
- The ticket's validity is automatically extended until 31Dec21.
- Original travel agent can re-issue the ticket using the following endorsement;
  - *Re-issue at NoADC due to TK's COVID-19 policy.*
- **TK tip!**
  - While you are only permitted **one (1)** free voluntary change, you may, upon cancellation of the flights, keep the ticket open for travel until 31Dec21

## Voluntary flight cancellations

Tickets issued between 21Mar20 & 31Dec21

- Applies to all tickets, including Anadolujet, TK stock (235) interline flights (code-share or SPA) for original flights up to **31Dec21**.
- *Excluding all mainland China routes*
- Re-booking can be made at no re-booking charge for travel until ~~31Mar22~~ **31 May 22**
  - *Any diff in fare and/or taxes/currency, etc, must be collected.*
- For **unused** tickets, re-routing can be made within our entire network at no re-booking charge for travel until ~~31Mar22~~ **31 May 22**
- For **partially used tickets**, re-routing can be made as long as destination is in the same IATA region at no re-booking charge for travel until ~~31Mar22~~ **31 May 22**
  - *Any diff in fare and/or taxes/currency, etc, must be collected.*
- Use the following endorsement when re-issuing the tickets;
  - *Re-issue at NoADC due to TK's COVID-19 policy.*
- The ticket's validity is automatically extended until ~~31Mar22~~ **31 May 22**
- **NB!** Free changes can only be applied if the flights in the reservations are cancelled before the first flight departure time. i.e. pax may **not no-show** for the first departure flight!
- **TK tip!**
  - You may, upon cancellation of the flights, keep the ticket open for travel until ~~31Mar22~~ **31 May 22**
  - You are entitled to **multiple** changes without incurring the cost of the re-booking penalty fee.

## Involuntary flight cancellations

- For bookings when flights have been **HX** or **UN** by Turkish Airlines due to schedule change ("S" indicator)
  - In the case of **HX** or **UN** due to schedule change, the free change must be made for new flights within -7 or +30 days of the original booking.
- For bookings when flights have been **HX** or **UN** by Turkish Airlines due a flight cancellation ("I" indicator)
  - Pax is entitled to one (1) free change for travel until ~~31Mar21 31Dec21~~ **31Mar22**.
  - If the new flight is also cancelled, pax will be entitled to the free change once more.
  - If pax does not accept the option of alternate flight, he/she may apply the following;
    - Voucher (EMD) worth the full value of the ticket price.
      - Please e-mail [EMDCPT@THY.COM](mailto:EMDCPT@THY.COM) or [EMDJNB@THY.COM](mailto:EMDJNB@THY.COM) depending where your consortium head office is situated..
    - Full refund of the ticket.
      - The refund can be processed using the following endorsements;
        - INV RFND DU TKXXX/DATE CXD \*orig flight nbr & date
      - Incorrect calculations & procedures will result in the issue **non-disputable** ADM's.
      - We respectfully request that, in order to reduce e-mail traffic & to be able to provide high service levels, our local offices are **not** requested to assist with refund calculations.

## Travel arrangements affected by Country restrictions/PCR test for flights that continued operating between 11 Jun 20 & 31 Dec 21

- Applies to all pax unable to travel due to the destination country's restrictions and/or is COVID-19 positive.
- Re-booking can be made at no charge in any booking class (same cabin) for travel until ~~20Apr21 31May21 30Jun21 31Jul21 30Nov21~~ **31 Jan 22**
- Re-routing can be made at no charge if new destination is in same IATA region for travel until ~~20Apr21 31May21 30Jun21 31Jul21~~ **31 Jan 22**
- **NB!** TK stock (235) tickets incldg interline flights (code-share or SPA) may only be made without charge if same booking class is available.
  - *If same booking class is not available, fare diff & other charges must be collected, but the re-booking fee is automatically waived.*
- Pax may also choose to change the ticket to Open Ticket for travel until ~~20Apr21 31May21 30Jun21 31Jul21 30Nov21~~ **31 Jan 22**
- A full refund without fees is permitted unless;
  - *Pax departed to IST & were not accepted for the onward flight due to failure to provide a PCR Test or other requirements of the destination.*
- Alternatives to refunds are as follows;
  - Voucher (EMD) worth full value of the ticket price.
  - Miles&Smiles mileage at 100 miles per 1 Euro of the ticket price.
- **NB!** To qualify for the refund, the travel agent **must** first submit proof of reason the refunds request, i.e. NOTAM, Positive PCR test, etc., and request endorsement from the local Turkish Airlines office.