



**ENJOY UNLIMITED
CHANGING RIGHTS
WITH MAXIMUM
PEACE OF MIND**

TURKISH AIRLINES COVID POLICY ATTACHED..

Voluntary flight cancellations Tickets issued <u>on/before 20Mar20</u>
<ul style="list-style-type: none"> •Applies to all international tickets, including Anadolujet, for original flights up to 31Dec20. <ul style="list-style-type: none"> •<i>Excluding all domestic flights</i> •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. <ul style="list-style-type: none"> •<i>If same booking class is not available, fare diff & other charges must be collected, but the re-booking fee is automatically waived.</i> •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; <ul style="list-style-type: none"> •<i>Re-issue at NoADC due to TK's COVID-19 policy</i> •However; <ul style="list-style-type: none"> •<i>Should it not be possible to travel due to the pandemic, before 31Dec21, and the tickets were issued between 01Nov'19 & 20Mar'20, the passenger has the option to extend the travel date to 31May22.</i> •<i>This can only be permitted if the fare difference, tax difference, class difference, currency difference, and/or date/route changes is collected.</i> •TK tip! <ul style="list-style-type: none"> •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 <u>between 21Mar20 & 31Dec21</u>
<ul style="list-style-type: none"> •Applies to all tickets, including Anadolujet, TK stock (235) interline flights (code-share or SPA) for original flights up to 31Dec21. <ul style="list-style-type: none"> •<i>Excluding all mainland China routes</i> •Re-booking can be made at no re-booking charge for travel until 31Mar22 31May22. <ul style="list-style-type: none"> •<i>Any diff in fare and/or taxes/currency, etc, must be collected.</i> •For unused tickets, re-routing can be made within our entire network at no re-booking charge for travel until 31Mar22 31May22. •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 31May22. <ul style="list-style-type: none"> •<i>Any diff in fare and/or taxes/currency, etc, must be collected.</i> •Use the following endorsement when re-issuing the tickets; <ul style="list-style-type: none"> •<i>Re-issue at NoADC due to TK's COVID-19 policy.</i> •The ticket's validity is automatically extended until 31Mar22 31May22. •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! <ul style="list-style-type: none"> •You may, upon cancellation of the flights, keep the ticket open for travel until 31Mar22 31May22. •You are entitled to multiple changes without incurring the cost of the re-booking penalty fee.

Involuntary flight cancellations
<ul style="list-style-type: none"> •For bookings when flights have been HX or UN by Turkish Airlines due to schedule change ("S" indicator) <ul style="list-style-type: none"> •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) <ul style="list-style-type: none"> •Pax is entitled to one (1) free change for travel until 31Mar21 31Dec21 31Mar22. •If the new flight is also cancelled, pax will entitled to the free change once more. •If pax does not accept the option of alternate flight, he/she may apply the following; <ul style="list-style-type: none"> •Voucher (EMD) worth the full value of the ticket price. <ul style="list-style-type: none"> •Please e-mail EMDCPT@THY.COM or 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; <ul style="list-style-type: none"> •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 <u>between 11Jun20 & 31Jan22</u>
<ul style="list-style-type: none"> •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 28Feb22. •Re-routing can be made at no charge if new destination is in same IATA region for travel until 28Feb22. •NB! TK stock (235) tickets incldg interline flights (code-share or SPA) may only be made without charge if same booking class is available. <ul style="list-style-type: none"> •<i>If same booking class is not available, fare diff & other charges must be collected, but the re-booking fee is automatically waived.</i> •Pax may also choose to change the ticket to Open Ticket for travel until 28Feb22. •A full refund without fees is permitted unless; <ul style="list-style-type: none"> •<i>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.</i> •Alternatives to refunds are as follows; <ul style="list-style-type: none"> •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.

*Above policies & dates may be subject to change

