



ENJOY UNLIMITED
CHANGING RIGHTS
WITH MAXIMUM
PEACE OF MIND

TURKISH AIRLINES COVID POLICY ATTACHED...



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.
 - *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.
- 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.
 - *Any diff in fare and/or taxes/currency, etc, must be collected.*
- Use the following endorsement when reissuing the tickets;
 - *Re-issue at NoADC due to TK's COVID-19 policy.*
- The ticket's validity is automatically extended until 31Mar22.
- **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.
- 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 or JNBEMD@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 **11Jun20 & 20Apr21 30Apr21**

- 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**.
- Re-routing can be made at no charge if new destination is in same IATA region for travel until **20Apr21 31May21**.
- **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**.
- 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.

*Above policies & dates may be subject to change

