

**Dear Trade Partners,**

**Subject:** Revised: Additional rights for all passengers (included aged 65 and over, aged 20 and under passengers) who have bookings from/ to TURKEY (TRANSIT FLIGHTS EXCLUDED) (DOMESTIC, ECN INCLUDED) on the TURKISH AIRLINES AND ANADOLUJET FLIGHTS between date of DECEMBER 01, 2020 AND FEBRUARY 28, 2021(included), TICKETED ON/BEFORE 30 NOVEMBER 2020 and cannot travel because of the curfew restrictions applied in country wide (TR).

Application defined in this update includes extraordinary cases which are not covered within flight and service irregularities procedure (PR.10.67.006). The rules given in this update also include flights which are operated on time and/or delayed within limits defined in related procedure in case that passengers request changes. The irregularities defined in flight and service irregularities procedure (PR.10.67.006) will be used for all other extraordinary cases with the rules mentioned in this procedure.

For the individual and group passengers (including age 65 and over, age 20 and under passengers) who have bookings on TURKISH AIRLINES AND ANADOLUJET FLIGHTS FROM/ TO TURKEY (EXCLUDED TRANSIT FLIGHTS) BETWEEN DECEMBER 01, 2020 AND FEBRUARY 28, 2021 and TICKETED ON/ BEFORE NOVEMBER 30, 2020, refund and changes requests will be handled with following conditions, disregarding the original fare rules:

**1) RE-BOOKING / REROUTING REQUESTS:**

Re-booking 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 and same brand providing that travel is completed up to MAR 20, 2021 (INCLUDED) FOR TK AND AJ operating flights.

If changes affect passengers 2019 travel plans, re-booking and rerouting will be made (up to effected duration) without any charge for different booking classes only if the new destination is in the same IATA REGION, in the same cabin and same brand.

Base fare differences will not be refunded for requests of ticket changes.

For TK STOCK (235) tickets including interline flights (code share or spa), rerouting and re-booking will be made without any charge in case of 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 re-booking/ rerouting penalties. However; if interline flights change to TURKISH AIRLINES AND ANADOLUJET operating flights,

change will be applied free of charge according to the update.

2) **REFUND REQUESTS:**

Due to the curfew, refund requests for all individual and group passengers who have bookings on the TURKISH AIRLINES AND ANADOLUJET will be handled with following conditions, disregarding the related fare rules.

A) **UNUSED TICKET:** Refund will be made without any charge. Interline flights where Turkish Airlines is the marketing carrier are included.

B) **USED TICKET:** Refund will be made considering as involuntary. Interline flights where Turkish Airlines is the marketing carrier are included.

Passengers may be offered alternative refund options for refund requests and refund will be made according to the passenger preference.

Kindly disseminate the above to all concerned. You can contact us for any further information or clarification.

**Toll Free number 000 800 050 1565 for India only.**