

BULLETIN REGARDING TICKET CHANGES AND REFUNDS Rev.10

Dear Valued Travel Partners,

As mentioned in our several notifications sent out previously, we have been offering passengers a great deal of flexibility to manage their current bookings and they are still allowed to choose from the options below:

- 1- For Cancelled Flights:** A flight cancellation is an involuntary situation. No waiver is needed to exchange/refund the ticket. If the same fare class is not available, you may book with the next available lowest RBD in the same cabin.
- 2- For Flights with a Major Schedule change:** A schedule change of more than 15 minutes is an involuntary situation. In case of a schedule change, you may rebook the passenger on any date – 7 / +30 days of the date of travel specified on the original ticket and proceed with an even exchange. If the same fare class is not available, you may book with the next available lowest RBD in the same cabin. If the passenger refuses to accept the alternate flights offered, you may consider other extra benefits below or issue an involuntary refund.

Please note;

- ✓ To avoid any debit memos, please add one of the following notes in endorsement box:
“INVOL EXC DUE TO FLT SC/CX TK..../DATE” or “INVOL REF DUE TO SC/CX TK..../DATE”
- ✓ Please make sure to check the status of the ticket prior to refund if the ticket is subject to a chargeback or not.

3- Extra benefits for passenger`s instead of refund:

For passengers who do not accept the above offers for their flights that have been partially or fully suspended or had a schedule change and still request a refund, we would appreciate your support to recommend and offer one of the extra benefiting options listed below before processing involuntary refund:

- ✓ Voucher that adds 15% more value to your passenger`s ticket price, to be used within one year of original date of issue; (For passengers that choose this option, you can either use the following link below or direct them to sales offices that serve your area)

<https://www.turkishairlines.com/en-us/any-questions/customer-relations/corona-related-request/>

- ✓ Have 1,000 Miles added to your passenger`s Miles&Smiles account for every 10 Euros of the ticket value. They can use their miles for upgrades or flights on Turkish Airlines, Anadolu Jet or flights operated by Star Alliance member airlines. They can also spend their miles in Turkish Airlines Shop & Miles online store.

<https://www.turkishairlines.com/en-us/any-questions/customer-relations/corona-related-request/>

4- For Non-Cancelled Flights or Flights that are NOT affected by a Major Schedule Change:

Rebooking/Rerouting/Refund:

For tickets issued on/before March 20, 2020 with original travel date before May 31, 2020

- ✓ Prior booking **cancellation not required**
- ✓ Permitted without any charge within the same IATA region and same cabin regardless of original booking class.
- ✓ Interline tickets issued on TK (235) stock can be changed free of charge in the same fare class only. If same fare class is not available, changes allowed without date change penalty, but with fare difference.
- ✓ New travel must be completed **on/before December 31, 2021**.
- ✓ There is no transaction deadline to apply the changes to the original ticket.
- ✓ Ticket can be kept open until passenger decides for their new travel dates.
- ✓ Changes mentioned above will be limited to only once.
- ✓ Ticket validity can be extended until **December 31, 2021**.
Refunds; Original Ticket fare rules will be applied.

For tickets issued on/before March 20, 2020 with original travel date after May 31, 2020 until December 31, 2020.

- ✓ Prior booking **cancellation required**
- ✓ Permitted without any charge within the same IATA region and same cabin regardless of original booking class.
- ✓ Interline tickets issued on TK (235) stock can be changed free of charge in the same cabin and fare class only. If same fare class is not available, changes allowed without date change penalty, but with fare difference.
- ✓ New travel must be completed **on/before December 31, 2021**.
- ✓ There is no transaction deadline to apply the changes to the original ticket.
- ✓ Ticket can be kept open until passenger decides for their new travel dates.
- ✓ Changes mentioned above will be limited to only once.
- ✓ Ticket validity can be extended until **December 31, 2021**.
Refunds; Original ticket fare rules will be applied.

Please note;

- ✓ To avoid any debit memos , reissued tickets must contain the following waiver code in the endorsement box
ISTCOTK301446APR20

For tickets issued between March 21, 2020 – December 31, 2021 for all TK flights, Anadolu Jet, TK 235 Interline / Codeshare / Spa flights (except ECN and intra-Turkey Flights) (except from/to CHINA flights)

- ✓ Prior booking cancellation required.
- ✓ In case of NO-SHOW fare rules must be applied.
- ✓ Rebooking / Rerouting permitted without any date change penalty. Any difference (fare-tax etc.) occurring during this change must be collected.
- ✓ Same fare class or higher must be booked.
- ✓ New travel must be completed on/before **March 31, 2022**
- ✓ There is no transaction deadline to apply the changes to the original ticket.
- ✓ Ticket can be kept open dated until passenger decides for their new travel dates.
- ✓ Ticket validity can be extended until **March 31, 2022**
- ✓ Refunds: Original ticket fare rules will be applied.

Please note;

- ✓ To avoid any debit memos , reissued tickets must contain the following waiver code in the endorsement box
ISTRCTK061407MAR21

As our industry partners, we seek your understanding and support in referring our valued passengers to the below link where they can find all necessary information about COVID-19 related requests:

<https://www.turkishairlines.com/en-us/announcements/coronavirus-outbreak>

Thank you for your continuous support and understanding.

TURKISH AIRLINES INC.
www.turkishairlines.com