



TURKISH AIRLINES | PORTUGAL STATE OF EMERGENCY DUE TO CORONA VIRUS OUTBREAK - UPDATE

***THIS MEMO OVERRIDES ALL PREVIOUS COVID-19 RELATED MEMOS.**

Dear agents,

FOR THE INDIVIDUAL AND GROUP PASSENGERS

TERMS & CONDITIONS	
FROM/TO	Valid for all Turkish Airlines and Anadolujet operating international flights.
ORIGINAL FLIGHT DATES	Until 31 December 2020
TICKETED ON/BEFORE	31 March 2020
OPERATING CARRIER	Turkish Airlines
ACTION DATE UNTIL	28 February 2021 (including)
REBOOKING & REROUTING *	
Original ticket purchased on/before 31 Mar 2020 and travel date is up to 31 Dec 2020	Rebooking and rerouting will be made without any charge (YR, taxes and fare differences) only if the new destination is in the same IATA region and in the same cabin, providing that travel is completed up to 28 Feb 2021 (including), for TK operating flights. Free change can be applied only if flights in reservations are cancelled before the first flight departure time.
Original ticket purchased on/before 31 Mar 2020 and travel date is up to 31 May 2020	Reservation can be changed even after first departure date. Only for these passengers, cancellation is not necessary before the first departure date.

CONDITIONS FOR FREE CHANGE

Tickets which are cancelled according to the this rule, passengers will not be accepted as no-show even though rebooking/rerouting is made after the original ticket flight date.

If reservations are not cancelled before scheduled departure time of flight, reservations will be accepted as no-show and the change requests will be made according to the original ticket rules.

You must enter endorsement field on reissued tickets:

COVID19 FIRST CHNG FREE

* On Interline flights where TK is the marketing carrier, the original ticket fare rules will apply for rebooking and rerouting.

* If Interline flights change to TK operating flights, change will be applied according to this memo.

OPEN-ENDED TICKET PROCEDURES

Passengers will have an open-ended ticket only if flights in reservations are cancelled before the first departure time of original ticket. New departure dates can be decided up to Feb 28, 2021 (included), provided that new travel must be completed before 28 Feb 2021 (included).

There is no restriction on issue date. New travel dates can be decided up to new departure date of travel.

REFUND REQUESTS

Within the scope of this memo, refund and cancellation requests will be made according to original fare rules.

Refund rights given by previous COVID-19 related memo, which is about non-cancelled international flights, will not be applied no more.

From 21 Mar 20, refunds should be requested through [BSPLINK REFUND APPLICATION](#), not via your GDS.

EXTENSION OF VALIDITY

Validity of ticket can be extended until 28 Feb 2021 without any fare difference or penalty.
Not valid after 28 Feb 2021 restriction must be inserted when reissuing the ticket.

GROUP RESERVATIONS | REBOOKING & REROUTING

Group reservations (with departure date until 31 May 2020, for which payment or guarantee MCO is received before 31 Mar 2020) will be made disregarding applying penalties of existing fare rules.

ADDITIONAL INFO

This memo is also valid for non-changeable promotional tickets.

The changes mentioned above will be limited to only once and other additional changes will be handled with existing penalties and fare differences within the fare rules. If the involuntary change is already done once to a ticket, further change/refund requests must be handled according to fare rules.

All changes can be made by Agencies, Call Centers or Turkish Airlines Sales Offices.

**Reservations with UN/HX segments can be refunded as involuntary, without our written consent.
You must insert in endorsement INVOL DUE TO TKXXXX CNX.**

Coronavirus Outbreak:

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

Suspended Flights:

<https://www.turkishairlines.com/en-int/announcements/coronavirus-outbreak/cancelled-flights/>

Travel Restrictions to Turkey:

<https://www.turkishairlines.com/en-int/announcements/coronavirus-outbreak/travel-restrictions/>

Change Policies:

<https://www.turkishairlines.com/en-int/zero-change-fee/>

Online Services:

<https://www.turkishairlines.com/en-int/announcements/coronavirus-outbreak/online-services/>

Best regards,
The Management