



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

FOR THE INDIVIDUAL AND GROUP PASSENGERS

TERMS & CONDITIONS	
FROM/TO	Portugal
ORIGINAL FLIGHT DATES	18 March 2020 - 31 May 2020
TICKETED ON/BEFORE	18 March 2020
OPERATING CARRIER	Turkish Airlines
ACTION DATE UNTIL	15 April 2020 (including)

REBOOKING & REROUTING**	
IF ALL NEW REQUESTED TRAVELING DATES ARE ON/BEFORE 31 MAY 2020	Rebooking and rerouting will be made without any charge, even for different classes in the same cabin of original ticket (no fare difference – no rebooking fee).
IF ALL NEW REQUESTED TRAVELING DATES ARE AFTER 31 MAY 2020	Rebooking and rerouting will be made without any rebooking fee. Fare differences will be charged if the original fare is not available on new departure dates / destinations (only rebooking fee will be waived).
* On Interline Flights where TK is the marketing carrier, the original fare rules will apply for rebooking and rerouting	
** New destination must be in the same IATA region and all new travelling date must be 1 year as from the original ticketing date	

REFUND REQUESTS	
Refund requests will be handled with following conditions, disregarding the related fare rules. Tickets are revalidated until 15 APRIL 2020 (including)	
UNUSED TICKET	Refund will be made without any charge disregarding the fare rules. Interline flights where TK is the marketing carrier are also included.
USED TICKET	Refund will be made considering as involuntary. Interline flights where TK is the marketing carrier are also included.
EXTENSION OF VALIDITY	
Validity of ticket can be extended until 31 May 2020 without any fare difference or penalty	
GROUP RESERVATIONS REBOOKING & REROUTING	
Group reservations (for which payment or guarantee MCO is received) will be made disregarding applying penalties of existing fare rules, until 31 December 2020	
All changes can be made by Agencies, Call Centers or Turkish Airlines Sales Offices	

Additional Info:

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.

You must enter endorsement field on reissued tickets:

INVOL REISSUE DUE TO MSG NO: 282276676

Cancelled 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/>

Online Services:

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

Change Policies:

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

For your information and necessary help please contact us:

Airport Sales Office

Lisboa: lisinfo@thy.com

Porto: oposales@thy.com

Marketing

Lisboa: lismarketing@thy.com

Porto: opomarketing@thy.com

Grups

lisgrupos@thy.com

Best regards,
The Management