



TURKISH AIRLINES | PROCEDURE FOR RESTRICTION OF ENTRY TO TURKEY

Dear Agent,

Below you will find the procedure to follow for all individual and group bookings with flights operated by Turkish Airlines from/to SPAIN, FRANCE, GERMANY, AUSTRIA, BELGIUM, THE NETHERLANDS, SWEDEN, NORWAY AND DENMARK between March 14 and May 31, 2020 (inclusive), and with tickets issued up to March 14, 2020 (inclusive).

1. Rebooking and Rerouting:

- Changes of date and route allowed without penalty to fly until May 31, 2020 (included), ONLY if the new destination is within the same IATA zone. Rebooking can be done in any available booking class (except R, I, X, N classes) always respecting the original cabin: Business or Tourist.
- Changes of date and route allowed without penalty for flying from June 1, 2020 (included) and up to 1 year from the date of issue of the original ticket, ONLY if the new destination is within the same IATA zone and provided that the same original booking class is available. If it is not available, no penalty will be applied, but the corresponding fare difference will be applied.
- Procedure for reissuance: Re-issue the tickets as involuntary by indicating in the endorsement box the following note: "INVOL CHNG DUE TO ENTRY RESTRICTION OF TURKEY. Message ID:280565946".

New reservations must be made only on flights operated by TK.

For changes on code share flights where TK is a marketing carrier, i.e. TK does not operate the flight, the fare rules apply.

Only 1 change of date and/or route without penalty is allowed.

Tickets must be reissued before 15th April 2020 (included).

2. Refunds:

- Refunds allowed without penalty
 - Unused tickets: full refund
 - Partially used tickets: refund of the unused part.
- Procedure for refund:

Involuntary refund can be made directly by GDS by indicating in the endorsement box the following note: "INVOL REFUND DUE TO ENTRY RESTRICTION OF TURKEY".

Including code share flights where TK is a marketing carrier.

Tickets must be refunded by April 15, 2020 (included).

3. Extension of validity:

- Allowed without penalty until 31 May 2020.

4. Rebooking and Rerouting for Group bookings:

- 1 change of date and/or route is allowed without penalty for all those group bookings whose EMD-GARANTEE has already been delivered.

Best regards,
The Management