

Dear partners,

We have extended the period for changing tickets without penalty, now covering all tickets issued between March 21 and [October 31](#).

We would like to remind you that Turkey has no restrictions for Portuguese citizens flying from Portugal at the moment. However, Portugal has restrictions for all passengers, national or foreign, from non-Schengen countries. Therefore, it is mandatory to submit a negative test to the Covid-19, performed at the latest 72 hours before the flight, at check-in or at the boarding gate, on departure from Istanbul.

The other procedures remain unchanged.

- [Extension of ticket validity until December 31, 2021](#).
- [Change of schedule \(SC\)](#).
- [Second change free of charge](#).
- [Group reservations](#).

We thank you in advance for your cooperation and we remain available to clarify any doubts.

TERMS AND CONDITIONS

- Individual and Group Reservations - Non-cancelled flights

To/From	Valid to/from all Turkish Airlines international flights (and Anadolujet)
Dates of the original ticket	Original ticket dates Until December 31, 2020 *
Issued until	Issued until March 20, 2020 *
Airline	Turkish Airlines
Deadline	Deadline for changing and using the ticket: 31 December 2021 (inclusive)

* Check exceptions

REBOOKING & REROUTING PROCEDURES

<p>Original ticket issued on/before 20 March 2020 and travel date until 31 December 2020</p>	<p>Changes of date and route must be made without any difference of fare, only if there is place in the same cabin and if the new destination is located in the same IATA sub-region.</p> <p>On Interline flights (Codeshare or SPA), where TK is the marketing carrier (ticket 235), changes of date and route are free if there is seat in the same class and cabin.</p> <p>If the original ticket booking class is not available, the difference in fare (and associated fees) should be charged without the change fee.</p> <p>However, if Interline flights are changed to flights operated by TK, the conditions of change will be according to this announcement.</p>
<p>Original ticket issued on/before 20 March 2020 and travel date until 31 May 2020</p>	<p>As described above, but with the exception that the reservation can be changed even if it has given NO SHOW.</p> <p>* For these passengers only, no cancellation is required before the initial departure.</p>
<p>Original ticket issued between March 21 and October 31, 2020 and travel date until December 31, 2020</p>	<p>* If the same booking class as the original ticket is not available, the difference in fare should be charged, without applying the change penalty.</p> <p>For tickets purchased between March 21 and October 31, 2020, the number of changes without penalty will not be limited, as long as there is no no-show and the trip is completed by December 2021.</p>

PROCEDURES FOR OPEN-ENDED TICKETS

Passengers may choose to leave their ticket open only if reservations are cancelled before the departure date of the original ticket.

There are no restrictions on the reissue date. Travel dates may be decided until the new departure date, provided that the last flight of the reservation is made by December 31, 2021 (inclusive).

CONDITIONS FOR CHANGE WITHOUT COSTS & OTHER INFORMATION

This notice applies to Turkish Airlines and Anadolujet international flights, including promotional tickets and tickets issued under our Miles&Smiles program.

With the revision of the "Ticket Expiration Extension" to December 31, 2021, on tickets originally issued until March 20, it is possible to apply a **second free change** (Zero Change Fee), valid only on non-cancelled flights.

For any additional change, the fare rule must be followed, with the due application of penalty, fare difference and fees, if any, except for cancelled flights (UN/HX).

If tickets are changed from timetables (SC), longer than 15 minutes or do not guarantee the minimum connection time (MCT), and if passengers wish to change tickets to -7/+30 from the original date, the reissue is considered involuntary (INVOL). If they want a date outside that period, it is considered a free change.

The segments must be cancelled before the departure of the first flight by Turkish Airlines or travel agents in order to avoid NO SHOW. There are no restrictions on the date of issue, as long as the last flight of the reservation is made by December 31, 2021 (inclusive).

If the reservation is active (HK) and the segments are not cancelled before the departure of the first flight, by Turkish Airlines or travel agents, passengers will be considered as NO SHOW, and changes must be made according to the rules of the original ticket, charging the NO SHOW fee + the change fee.

* see exception for "Original Ticket issued to/from March 20, 2020 and date of travel to May 31, 2020".

Fare differences that may occur from a change (service charge, exchange rate differences, booking class, date and route changes, fee differences, etc.) must be charged.

Changes of date and route can be made by the ticketing agency, Call Center, online platforms or Turkish Airlines service counters.

Open ticket transactions may be performed by the ticketing agency, Call Center and Turkish Airlines ticket counters.

Must be entered in the endorsement/remarks field: COVID19 FIRST CHNG FREE

GROUP RESERVATIONS | REBOOKING & REROUTING

For group bookings for which the guarantee deposit was made via MCO before **March 20, 2020**, no date and route change penalty will be applied. However, for reservations with payment made between **March 21 and October 31, 2020**, the same booking class is not guaranteed for the new travel dates.

Changes can be made to new dates with a round trip until December 31, 2021 and are subject to changes and updates of fare and rates.

EXTENSION OF TICKET VALIDITY

The validity of the ticket is extended until December 31, 2021.

At the time of reissue it is mandatory to enter the information **"Not Valid After 31 Dec 2021"**.

REFUND REQUESTS (REFUNDS)

Following this notice, cancellation and refund requests must be made in accordance with the rules of the original ticket fare.

Authorizations granted previously, in communications referring to COVID-19, and referring to international flights not cancelled, are revoked.

On reservations with segments cancelled by Turkish Airlines and having the segments in UN/HX:

- Tickets may be involuntarily reimbursed (INVOL) without the written consent of Turkish Airlines.
 - o It is mandatory to insert in the endorsement field the comment: **INVOL DUE TO TK XXXX CNX** (put the respective flight number).

- Alternatively, a Bonus Miles refund can be requested.

- o If the passenger is a Miles&Smiles card holder, for every 10 Euro spent on your ticket 1000 Bonus miles will be charged, which you can then use to buy a new ticket (Turkish Airlines or any Star Alliance member) or Upgrade.

- o Terms and conditions:

- The miles will be credited to the passenger account. Transfer of miles to another person will not be permitted.

- Miles will be credited as Bonus Miles.

As of August 15, refund requests must be made in GDS.

Announcements (Covid-19), Travel Information:

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

Flight Plan (updated page with information on phased operations recovery):

<https://www.turkishairlines.com/en-int/announcements/coronavirus-outbreak/current-flight-plan/>

Guidelines for a Safe Flight:

<https://www.turkishairlines.com/en-int/guidelines-for-safe-travel/>

Travel Restrictions to Turkey:

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

Change Policy:

<https://www.turkishairlines.com/en-int/announcements/coronavirus-outbreak/flexible-change/>

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

Online Services:

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