

IRAN

DATE: 26MAR2016

NO : 100

Dear travel agency partners,
Firstly we wish you a happy new year ,

Due to the recent incidents and security problems in Brussels, for passengers who have bookings on flights from/to Brussels between 22 march 2016 (included) 31 march 2016 (included), which are ticketed on/before 22 march 2016, ticket revalidation can be made until 31 March 2016 (included) in line with the conditions below, disregarding original fare rules :

1) Re-bookings and Re-routings :

rebooking and rerouting will be made without any charge to the flights until 15 June 2016 (included). The rule is only valid if the same reservation booking class is available. If the same reservation class is not available, then fare difference will be collected, without any rebooking/rerouting charge.

2) Refund requests :

- a) Unused ticket: refund will be made without any charge.
- B)used ticket : refund will be made considering as involuntary.

3) Extension of validity:

- a) validity of ticket can be extended until 15 June 2016 (included) without any fare difference or penalty.
- B) Request to extend validity of ticket to after 15 June 2016, will be made according to (original) fare rules.

4) Cancellations / refunds (if requested) for groups coordinate with THY offices

For your information and necessary action.

