

Istanbul, 9th October 2017

Announcement regarding the ticket changes and refunds for Turkey-USA and USA-Turkey flights;

Dear Passengers,

Due to the recent developments, some changes have been made on Turkey-USA and USA-Turkey visa application processes. **These changes do not affect passengers transferring to connecting flights in Istanbul.**

Excluding passengers transferring to connecting flights in Istanbul; for all **passengers holding Turkish passports flying to the USA between October 12th, 2017 and October 31st, 2017**, and all **passengers holding American passports flying to Turkey between October 9th, 2017 and October 31st, 2017** on Turkish Airlines and AnadoluJet flights, with tickets issued on or before **October 9th, 2017**, the following procedure can be carried out till **October 31st, 2017**:

For Turkish passport holding passengers:

- 1) Reservation changes can be made free of charge.
- 2) Refund requests:
 - a) Refunds can be issued for tickets which have not been used.
 - b) On tickets which have been partially used, a refund for the unused portion of the ticket can be issued.
- 3) Extension of ticket validity:

The validity of tickets can be extended to **October 31st, 2017** (inclusive) without paying any price difference or penalty.
- 4) These implementations are applied to only **Turkish Airlines and AnadoluJet** flights.

For American passport holding passengers:

- 1) Reservation and route changes can be made free of charge.
- 2) Refund requests:
 - a) Refunds can be issued for tickets which have not been used.
 - b) On tickets which have been partially used, a refund for the unused portion of the ticket can be issued.
- 3) Extension of ticket validity:

The validity of tickets can be extended to **October 31st, 2017** (inclusive) without paying any price difference or penalty.

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PRESS RELEASE

4) These implementations are applied to only **Turkish Airlines and AnadoluJet** flights.

Turkish Airlines, Inc. Media Relations

About Turkish Airlines:

Established in 1933 with a fleet of five aircraft, Star Alliance member Turkish Airlines is a 4-star airline today with a fleet of 329 (passenger and cargo) aircraft flying to 300 destinations worldwide with 251 international and 49 domestic. According to the 2017 Skytrax survey, Turkish Airlines, already having a six consecutive years of **"Best Airline in Europe"** award between 2011-2016, now chosen as the **"Best Airline in Southern Europe"** for the ninth consecutive times. Having won the **"Best Economy Class Onboard Catering"** award in 2010, Turkish Airlines also awarded as the World's **"Best Business Class Onboard Catering"** in 2013, 2014 and 2016, and 2017. Winning the **"World's Best Business Class Lounge"** award in 2015 and 2017, the global carrier also picked up the World's **"Best Business Class Lounge Dining"** award for the third consecutive years according to this year's survey results. More information about Turkish Airlines can be found on its official website www.turkishairlines.com or its social media accounts on [Facebook](#), [Twitter](#), [Youtube](#), [Linkedin](#), and [Instagram](#)

About Star Alliance:

The Star Alliance network was established in 1997 as the first truly global airline alliance to offer worldwide reach, recognition and seamless service to the international traveller. Its acceptance by the market has been recognized by numerous awards, including the Air Transport World Market Leadership Award and Best Airline Alliance by both Business Traveller Magazine and Skytrax. The member airlines are: Adria Airways, Aegean Airlines, Air Canada, Air China, Air India, Air New Zealand, ANA, Asiana Airlines, Austrian, Avianca, Avianca Brasil, Brussels Airlines, Copa Airlines, Croatia Airlines, EGYPTAIR, Ethiopian Airlines, EVA Air, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Shenzhen Airlines, Singapore Airlines, South African Airways, SWISS, TAP Portugal, Turkish Airlines, THAI and United. Overall, the Star Alliance network currently offers more than 18,450 daily flights to 1,300 airports in 190 countries. Further connecting flights are offered by Star Alliance Connecting Partner, Juneyao Airlines.

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A STAR ALLIANCE MEMBER 