

همکاران محترم آژانسهای هواپیمایی

با سلام و احترام

بیرو شیوع بیماری کرونا در کشور چین، ترکیش ایرلاینز تمامی پروازهای خود به این کشور را تا اطلاع ثانوی به حالت تعلیق در آورده است و شرایط زیر جهت تغییر تاریخ و استرداد بلیط های صادره به مقاصد کشور چین را به اطلاع می رساند :

FOR THE INDIVIDUAL AND GROUP PASSENGERS WHO HAVE BOOKINGS ON TURKISH AIRLINES FLIGHTS FROM/TO CHINA (MAINLAND) BETWEEN 24 JANUARY 2020-29 FEBRUARY 2020 AND TICKETED ON/BEFORE 24 JANUARY 2020, WILL BE HANDLED WITH FOLLOWING CONDITIONS UNTIL 29 FEBRUARY 2020, DISREGARDING THE RELATED FARE RULES:

1) REROUTING AND REBOOKING:

REBOOKING AND REROUTING WILL BE MADE WITHOUT ANY CHARGE FOR DIFFERENT BOOKING CLASSES ONLY IF THE NEW DESTINATION IS IN THE SAME IATA REGION AND IN THE SAME CABIN PROVIDING THAT THE TICKETS ARE REVALIDATED UNTIL 29 FEBRUARY 2020 (INCLUDING).

IF REVALIDATION IS MADE FOR TK OPERATING FLIGHTS UNTIL 31 MAY 2020 (INCLUDING) CHANGES WILL BE MADE WITHOUT ANY CHARGE.

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PASSENGERS' TRAVEL PLANS, REBOOKING AND REROUTING WILL BE MADE (UP TO EFFECTED DURATION) WITHOUT ANY CHARGE DISREGARDING THE AVAILABLE CLASS ONLY IF THE NEW DESTINATION IS IN THE SAME IATA REGION.

REROUTING AND REBOOKING TO THE TK OPERATING FLIGHTS LATER THAN 31 MAY 2020 WILL BE MADE IN ONE YEAR AS FROM THE ORIGINAL TICKETING DATE WITHOUT ANY CHARGE IN CASE OF THAT SAME BOOKING CLASS IS AVAILABLE. IF THE SAME BOOKING CLASS IN THE SAME CABIN IS NOT AVAILABLE, FARE DIFFERENCES WILL BE CHARGED WITHOUT APPLYING PENALTIES.

REBOOKING AND REROUTING IS MADE ACCORDING TO ORIGINAL TICKET FARE RULES ON INTERLINE FLIGHTS WHERE TK IS THE MARKETING CARRIER.

2) REFUND REQUESTS :

REFUND REQUESTS WILL BE HANDLED WITH FOLLOWING CONDITIONS, DISREGARDING THE RELATED FARE RULES TICKETS ARE REVALIDATED UNTIL 29 FEBRUARY 2020 (INCLUDING).

A) UNUSED TICKET: REFUND WILL BE MADE WITHOUT ANY CHARGE PROVIDING THAT TICKETS ARE REFUNDED UNTIL 29 FEBRUARY 2020 (INCLUDING). INTERLINE FLIGHTS WHERE TK IS THE MARKETING CARRIER ARE INCLUDED.

B) USED TICKET: REFUND WILL BE MADE CONSIDERING AS INVOLUNTARY. INTERLINE FLIGHTS WHERE TK IS THE MARKETING CARRIER ARE INCLUDED.

3) EXTENSION OF VALIDITY:

VALIDITY OF TICKET CAN BE EXTENDED UNTIL 31 MAY 2020 WITHOUT ANY FARE DIFFERENCE OR PENALTY.

4) REBOOKING/REROUTING OF GROUP RESERVATIONS FOR WHICH PAYMENT OR GUARANTEE MCO IS RECEIVED WILL BE MADE DISREGARDING APPLYING PENALTIES OF EXISTING FARE RULES.

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5) ALL CHANGES CAN BE MADE BY TURKISH AIRLINES SALES OFFICES, AGENCIES AND CALL CENTERS.

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.

با سپاس

ترکیش ایرلاینز



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