

Dear Travel Agencies

Please kindly find below latest updates, regarding COVID-19 applicable rules on Turkish Airlines' Iran originated tickets:

Rebooking, Non-cancelled Flights	Tickets issued on/before 20 MAR 2020	One time free of charge right, if the new destination is in the same IATA region and in the same cabin providing that travel is completed up to DEC 31, 2021 for TK and AJ operating flights.(One time free change is applicable if the reservation is not no-show) Circular No. 24-MAR-2020/13
	Tickets issued between 21 MAR 2020 – 31 DEC 2020	First Rerouting and Rebooking which change will be made until DEC 31, 2021 (travel completion) , fare differences will be charged without applying reissue penalties. (One time free change is applicable if the reservation is not No-show)
Refund, Non-cancelled Flights	Non-cancelled Flights	Will be made according to original fare rules.
Rebooking, Cancelled Flights	Regardless of the date the ticket has been issued	One time free of charge change right, with the validity extended till DEC 31, 2021 . Changes can be done on any RBD in the same cabin/ Involuntary Reissue Circular No. 12-SEP-2018/23
Schedule Changes	Regardless of the date the ticket has been issued	If alternative given by the system and the passenger does not accept the offered alternative, the change for -7/+30 days can be offered. This change can only be made once after the initial schedule change.
		If there is no "SC" alternative given by the system to "WK" segments and where an "S" indicator present on the ticket, the transactions should be made as if the flight has been cancelled, One time free of charge change right, with the validity extended till DEC 31, 2021 .
Refund Offers	Regardless of the date the ticket has been issued	Non-Refundable EMD/MCO amounting 15% more than the original amount of the refund the passengers are entitled to. (Name change is not permitted. EMD will be valid till DEC 31, 2021).
Refund, Cancelled Flights	Un-used Tickets	Eligible for refund without penalty.
	Used Tickets	Will be refunded according to involuntary rules.

*For Group and interline or code share tickets please contact Turkish Airlines Offices.

Turkish Airlines

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