

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 March 20, 2020	One time free of charge change 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 (included) 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 21MAR 2020 - 20 MAY 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

Rebooking, Cancelled Flights	Regardless of the date the ticket has been issued	One time free of charge change right, with the validity extended till 31 Dec 2021
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 31 Dec 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 permitted. EMD will be valid for one year)
		1.000 Bonus Miles credit for every 10 EUR
		Cash Refund (Processing delay may apply due to current backlog)
	Un-used Tickets	Eligible for refund without penalty
	Used Tickets	Will be refunded according to involuntary rules

*For Refund, EMD Voucher and Bonus Miles process and **interline or code share tickets** please contact Turkish Airlines Offices.

Turkish Airlines

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