

Dear Travel Agencies

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

Canceled flights	Regardless of the date the ticket has been issued	One time Involuntary Rerouting and Rebooking will be made until Mar 31, 2022 (travel completion).
Non-cancelled Flights	Tickets issued between 21 Mar 2020- 31 Dec 2021	If the reservation has been cancelled before flight time, for Rerouting and Rebooking which's change will be made until Mar 31, 2022 (travel completion), fare differences will be charged without applying reissue penalties. Open statues is permitted. Extension of validity and penalty waiver are not applicable if reservation is No-show. * Tickets with reservations on mainland china routes excluded.
Schedule Changes	Regardless of the date the ticket has been issued	Change for -7/+30 days can be offered. This change can only be made once after the initial schedule change. SC less than 15 Mins.is not legible to change involuntary. For further information refer to involuntary SC rules.
Positive PCR test	TKTS ISSUED ON / BEFORE 30 APRIL 2021	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 new travel date up to May 31, 2021 (included) for TK and AJ operating flights. Refunds: refund will be made without applying the ticket rules.
	Interline, SPA, Codeshare	For TK stock (235) tickets including Interline flights (codeshare or SPA), rerouting and rebooking will be made without any charge in case of same booking class is available for new travel date up to May 31, 2021. If the same booking class in the same cabin is not available, fare differences and other charges will be charged without applying rebooking/rerouting penalties.


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IRAN

Not accepted Passengers	TKTS ISSUED ON / BEFORE 30TH OF APRIL 2021	<p>Before departure: For passengers whose tickets are planned for scheduled flights by TK/AJ between 11th of June 2020 and 30th of April 2021 (included) but not accepted from the country to be travelled involuntary Rerouting and Rebooking which change will be made until May 31, 2021.</p> <p>Exception: Turkey passenger whose tickets have been issued after 28 Dec 2020 in case of not accepting due to lack of PCR test, cannot benefit from involuntary changes or refund.</p>
		<p>For the passengers who are not accepted to the flight in Transit Point, changes should be made at THY sales offices located in IST/SAW/ANK airports.</p>

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

Turkish Airlines

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