

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	If the flight is cancelled and there is no any flight on the same destination in -7/+30 days, 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 Mar 2022	If the reservation has been cancelled before flight time, for Rerouting and Rebooking which's change will be made until May 31, 2022 (travel completion), fare differences will be charged without applying reissue penalties. Open statuses is permitted. Extension of validity and penalty waiver are not applicable if reservation is Noshow. * Tickets with reservations on mainland china routes excluded Endorsement Note: Message ID 64453.
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	Tickets issued between 11 Jun 2020- 31 Mar 2022	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 Apr 30, 2022 (included) for TK and AJ operating flights. Endorsement Note: TELEX NO: 66664
	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 Apr 30, 2022 . 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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Not accepted Passengers	Tickets issued between 11 Jun 2020-31 Mar 2022	Before departure: For passengers whose tickets are planned for scheduled flights by TK/AJ between Jun 11, 2020 and Mar 31, 2022 (included) but not accepted from the country to be travelled involuntary Rerouting and Rebooking which change will be made until Apr 30, 2022 . Exception: Turkey passenger whose tickets have been issued after Dec 28 2020 in case of not accepting due to lack of PCR test, cannot benefit from involuntary changes or refund. Passenger who are not registered for GUANZO(CAN) flight will not be possible to change routes for GUANZO(CAN) flights. Endorsement Note: TELEX NO: 66664
		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.

- ❖ Passengers who can provide sufficient documents will be eligible for involuntary changes mentioned above.
- ❖ All transactions on TK stocks must be made within 2 years from the original date of the ticket issuance otherwise tickets are not refundable or changeable.

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