

Dear Travel Agencies Partners,

In view of the current situation affecting flight operations to/from Iran, the following policies will be applicable:

A) SCHEDULE CHANGES

- Rebooking transactions shall be processed in accordance with the applicable INV situation policies for travel dates from 7 days prior to up to 30 days after the affected travel date (-7/+30).
- Unused and partially used tickets are eligible for free-of-charge refunds **just in case** of misconnection or travel plan affection, in accordance with the applicable refund policy.

B) FLIGHT CANCELLATION

- All transactions shall be processed in accordance with the applicable INV case policy within the -7/+360 day, subjected to the original ticket's validity and travel period.
- Upon the passenger's request, regarding Iran cancelled flights, changing may be continued to process for alternative points in Türkiye: Van (VAN), Iğdır (IGD), Ağrı (AJI), Erzurum (ERZ), İstanbul (IST).
(This alternative is limited only for current situation)
- Fully unused tickets may be refunded free of charge.
- For partially used tickets where the journey has not been completed, the unused flight coupons may be refunded free of charge, in accordance with the applicable INV refund policy.
- Where the approved changes affect the passenger's overall itinerary, any other flight segments on the same ticket may also be rebooked free of charge, provided that the revised itinerary remains within the same transaction and validity period of the original ticket.

Your kind cooperation in smooth transfer of passengers is appreciated in advance.



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