

New York**March 10, 2020**

Dear Travel Partner,

Due to COVID-19 outbreak , all passengers` who bought their tickets **on/before March 10, 2020** and are booked on Turkish Airlines` operated flights **to/from Tel Aviv** between **March 10- 31, 2020** may change their reservations **until April 11, 2020 (included)** as follows:

REROUTING: Permitted within the same IATA region only, in the same cabin, regardless of original booking class for travel on TK operating flights **on/before May 31, 2020.** For travel **after May 31, 2020,** same booking class must be booked and ticket may be changed without penalty to travel max. 1 year later from the original ticket date of issue. If same booking class is not available higher booking class may be booked and fare difference must be collected.

REBOOKING: Permitted without any charge in the same cabin regardless of original booking class for travel on TK operated flights **on/before May 31, 2020** For **travel after May 31, 2020,** original booking class must be booked and ticket may be changed without penalty to travel max. 1 year later from the original ticket date of issue. If same booking class is not available higher, booking class may be booked and fare difference must be collected.

REFUND: Unused tickets are refundable in full regardless of original fare rule. Partially used tickets may be refunded as involuntary.

EXTENSION OF TICKET VALIDITY: Tickets may be extended until **May 31, 2020** without any charge. Extensions beyond this date are subject to original fare rules.

To avoid any debit memos reissued and refunded tickets must contain the following waiver code in the endorsement box/refund exchange notice: **ISTCHTK101057/MAR20**

All transactions covered by this waiver **must be completed on/before April 11, 2020.**

This waiver applies to flights that are NOT cancelled. Changes mentioned above will be limited to only once. Additional changes can be made as per original fare rules only.

