

FROM/TO EUROPE.STATE OF EMERGENCY (03/11/2020)

Dear Travel Partner,

According to US authorities entry restriction announcement due to coronavirus,

For the individual and group passengers who have bookings on Turkish Airlines USA to Europe and Europe to USA flights between 11 March 2020-15 April 2020 which is from or to Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and ticketed on/before 11 March 2020, will be handled with following conditions until 15 April 2020 (including), disregarding the related fare rules:

1) Rerouting and Rebooking:

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 the tickets are revalidated until 15 April 2020 (including).

If revalidation is made for TK operating flights until 31 May 2020 (including) changes will be made without any charge. If changes affect passengers travel plans, rebooking and rerouting will be made (up to effected duration) without any charge disregarding the available class only if the other flights (in the ticket) are in the same cabin.

Rerouting and rebooking to the TK operating flights later than 31 May 2020 will be made in one year as from the original ticketing date without any charge in case of that same booking class is available. If the same booking class in the same cabin is not available, fare differences will be charged without applying penalties.

Rebooking and rerouting is made according to original ticket fare rules on interline flights where TK is the marketing carrier.

2) Refund Requests :

Refund requests will be handled with following conditions, disregarding the related fare rules tickets are revalidated until 15 April 2020 (including).

A)Unused Ticket : Refund will be made without any charge disregarding the fare rules. Interline flights where TK is the marketing carrier are included.

B)Used Ticket : Refund will be made considering as involuntary. Interline flights where TK is the marketing carrier are included.

3) Extension of Validity:

Validity of ticket can be extended until 31 May 2020 without any fare difference or penalty.

4) Rebooking/Rerouting of group reservations for which payment or guarantee EMD is received will be made disregarding applying penalties of existing fare rules.

5) All changes can be made by Turkish Airlines sales offices, agencies and call centers.

The changes mentioned above will be limited to only once and other additional changes will be handled with existing penalties and fare differences within the fare rules.

To avoid any ADM's, the waiver code is **ISTCMTK121335**

Thank you for all your support.

Sincerely, Turkish Airlines, <https://www.turkishairlines.com/>