



Dear Travel Partner,

We would like to announce that **1 free date/routing change waiver** rules and conditions update as below.

1) For tickets purchased on/before **March 31, 2020**, original booking on flights up to **December 31, 2020** (including Anadolujet international flights excluding domestic flights within Turkey and to/from Ercan airport) first rebooking/rerouting change will be applied free of charge, provided that the cancellation of the reservation should be made until **May 31, 2020(included)**

These rights will be valid for the tickets having first active reservation departure date before **May 31, 2020** provided that cancellation is made before the scheduled departure time of the flight. On/before **May 31,2020** as mentioned above is expressed for cancellation of the reservation. There is no limitation date for issuing a new ticket. A new ticket can be issued according to the ticket validity.

For example:

a) If **ticketing date** : **March 15, 2020** and **Travel date**: **April 22, 2020** the last cancellation date of reservation should be before original departure time of flight on **April 22,2020**

b) If **ticketing date** : **March 15, 2020** and **Travel date**: **July 05, 2020** the last cancellation date of reservation should be on **May 31, 2020 (included)**

New travel date periods
a) **Unused** ticket can be used in one year as of the issue date of the ticket
b) **Used** ticket can be used in one year as of the first departure date on ticket

New travel date periods (for miles and smiles tickets)
a) **Unused and used** tickets can be used in one year as of the issue date of the ticket

If reservations are not cancelled before scheduled departure time of flight, reservations will be accepted as no-show and the change requests will be made according to the original ticket rules.

Conditions	of	the	first	application:
-Valid for tickets purchased on and before 31th of March 2020.				
-Valid on flights if the original departure date is until the December 31, 2020.				
-New journey should be completed up to February 28,2021 (included)				
-Valid for Turkish Airlines operating and marketing flights (including Anadolujet international flights excluding domestic flights within Turkey and to/from Ercan airport)				
-Rebooking charge will not be applied for rebooking and rerouting requests.				
-This application is valid for rebooking and rerouting requests of group reservations for which payment or guarantee EMD is received will be made disregarding applying change penalties of existing fare rules.				
-If the cancellation has not been made as explained in example, the ticket will be considered as no show and the change requests will be made according to the original ticket rules. Only rebooking/rerouting charge will not be collected in scope of this telex.				
-Fare differences that may be incurred due to the minimum/maximum stay will be waived.				
-Change request will be applied for non-changeable tickets. This application will not be applied in case of no show.				
-Change request will be applied for miles and smiles tickets (excluding domestic tickets within Turkey and to/from ECN airport) no show and upgrade fees are not in scope of this telex and will be collected from passengers.				
-Fare differences that may be incurred due to the change request (service charge, currency differences, differences of class, date and route changes, tax differences) will be collected.				
-Change requests and cancellation can be made through the Turkish Airlines sales offices and agencies from which the ticket was purchased.				

2) For tickets purchased on/before **March 12, 2020**, (including Anadolujet international flights excluding tickets for domestic flights within Turkey and to/from Ercan airport), 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 provided that the change is revalidated by **May 31, 2020** and the whole journey will be completed on/before **May 31, 2020**.

-Rebooking and rerouting is made according to original ticket fare rules on interline flights where TK is the marketing carrier.
-Rebooking/rerouting requests of group reservations for which payment or guarantee EMD is received will be made disregarding applying change penalties of existing fare rules.
-Validity of ticket can be extended until **May 31,2020** without any fare difference or penalty.
-Change requests can be made through the call center, Turkish Airlines sales offices and agencies from which the ticket was purchased.

Exceptions:

For tickets purchased before **March 5, 2020**, booking on flights between **05-12 March, 2020** and became no show because of itinerary was not cancelled before the scheduled flight time, **no show penalty will not be applied.** This application is covered non-changeable tickets in case of no show.

This exceptions will not be applied for travel dates after **March 12, 2020(included).**

To avoid any ADM's, the waiver code is **ISTRCTK121323**

Thank you for all your support.

Sincerely,

Turkish Airlines,

<https://www.turkishairlines.com/>