

REVISION 1

Dear Valued Travel Partners,

We have been in close communication with all of our partners and our objective is to give our best in these hard times. In recent weeks, there have been a tremendous amount of requests for refunds and we are trying to cope with that as best as we can. However, the problem with GDS/ARC refund transactions resulted in a lot of discontent.

We are now happy to announce that the recent problems on GDS/ARC have been resolved.

As mentioned in our several notifications sent out previously, we have been offering passengers a great deal of flexibility to manage their current bookings and they are still allowed to choose from the options below:

1-For cancelled flights:

A flight cancellation is an involuntary situation. In case of a flight cancellation you may rebook the passenger to complete their travel **on/before December 31, 2021**. No waiver is needed to exchange/refund the ticket. If the same fare class is not available, you may book with the next available lowest RBD in the same cabin.

To avoid any future ADMs, please make the following notations in the refund exchange notice in IAR/ARC: **INVL REF TKXXXX/Date**

2-For flights with a major schedule change:

A schedule change of more than 15 minutes is an involuntary situation. In case of a schedule change, you may rebook the passenger on any date - 7 /+30 days of the date of travel specified on the original ticket and proceed with an even exchange. If the same fare class is not available, you may book with the next available lowest RBD in the same cabin. If the passenger refuses to accept the alternate flights offered, you may consider other options below or issue an involuntary refund.

To avoid any future ADMs, please make the following notations in the END BOX: **INVL EXCH TKXXXX/Date**

3- For non-cancelled flights or flights that are NOT affected by a major schedule change:

A) Tickets issued on/before March 20, 2020 for travel on/before December 31, 2020 (except ECN and intra-Turkey flights)

Rebooking/Rerouting:

- **For tickets issued on/before March 20, 2020 with original travel date before May 31, 2020**
 - Prior booking **cancellation not required**
 - Permitted without any charge within the same IATA region and same cabin regardless of original booking class.
 - **Interline tickets** issued on TK (235) stock can be changed free of charge in the same fare class only. If same fare class is not available, changes allowed without date change penalty, but with fare difference.
 - New **travel must be completed on/before December 31, 2021**
 - There is no transaction deadline to apply the changes to the original ticket.
 - Ticket can be kept open until passenger decides for their new travel dates.
 - Changes mentioned above will be limited to only once.
 - Ticket validity can be extended until **December 31, 2021**
 - Refunds: Original fare rule applies.

- **For tickets issued on/before March 20, 2020 with original travel date after May 31, 2020**
 - Prior booking **cancellation required**
 - Permitted without any charge within the same IATA region and same cabin regardless of original booking class.
 - **Interline** tickets issued on TK (235) stock can be changed free of charge in the same cabin and fare class only. If same fare class is not available, changes allowed without date change penalty, but with fare difference.
 - New **travel must be completed on/before December 31, 2021**
 - No transaction deadline to apply the changes to the original ticket.
 - Ticket can be kept open until passenger decides for their new travel dates.
 - Changes mentioned above will be limited to only once.
 - Ticket validity can be extended until **December 31, 2021**
 - Refunds: Original fare rule applies.

Waiver Code - ISTRCTK201600MAR20

B) Tickets issued between March 21-May 20,2020 for travel on/before December 31, 2020 (except ECN and intra-Turkey flights):

Rebooking/Rerouting:

- Prior booking **cancellation required.**
- In case of NO-SHOW fare rules must be applied.
- Permitted without any date change penalty within the same IATA region. Any difference (fare-tax etc.) occurring during this change must be collected.
- Same fare class or higher must be booked.
- New **travel must be completed on/before December 31, 2021**
- There is no transaction deadline to apply the changes to the original ticket.
- Ticket can be kept open dated until passenger decides for their new travel dates.
- Changes mentioned above will be limited to only once.
- Ticket validity can be extended until **December 31, 2021**
- Refunds: Original fare rule applies

Waiver Code - ISTRCTK141717APR20

4-Extra benefits for passenger`s instead of refunds:

For passengers who do not accept the above offers for their flights that have been partially or fully suspended or had a schedule change and still request a refund, we would appreciate your support to recommend and offer the extra benefiting options listed below before processing refunds:

- **Voucher that adds 15% more value to your passenger's ticket price, to be used within one year of original date of issue; (For passengers that choose this option, you can either use the following link below or direct them to sales offices that serve your area)**

EMD Link:

<https://www.turkishairlines.com/en-us/any-questions/customer-relations/corona-related-request/>

OR

- **Have 1,000 Miles added to your passenger's Miles&Smiles account for every 10 Euros of your ticket value. You can use your Miles for upgrades or flights on Turkish Airlines, AnadoluJet or flights operated by Star Alliance member airlines. You can also spend your Miles in our Shop & Miles online store.**

Miles Option Link:

<https://www.turkishairlines.com/en-us/any-questions/customer-relations/corona-related-request/>

IMPORTANT NOTE FOR REFUNDS:

- **To avoid any debit memos please make sure to check the status of the ticket prior to refunding if the ticket is subject to a chargeback or not.**

As our industry partners, we seek your understanding and support in referring our valued passengers to the below link where they can find all necessary information about COVID-19 related requests:

<https://www.turkishairlines.com/en-us/announcements/coronavirus-outbreak>

Thank you for your continuous support and understanding.