

1- Cancelled flights due to COVID-19:

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

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.

2- Flights with a major schedule change due to COVID-19:

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 proceed with an involuntary refund or consider additional options below.

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

IMPORTANT NOTE FOR VOLUNTARY CANCELLATIONS:

Please be advised that above INVOL transactions apply to reservations affected by a schedule change or flight cancellation ONLY.

If passenger voluntarily cancelled his/her, flight before the actual flight has been cancelled by TK or a major SC occurred and SC/UN did not reflect the PNR, then fare rules must be applied. Otherwise ticket will be subject to an ADM