

## BULLETIN REGARDING TICKET CHANGES AND REFUNDS Rev.16

Dear Travel Partner,

- 1- Cancelled Flights:** A flight cancellation is an involuntary situation. 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. If the passenger refuses to accept the alternate flights offered, you may consider an involuntary refund.
  
- 2- Flights with a Major Schedule Change:** A schedule change of more than 15 minutes is an involuntary situation. In case of a major 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 an involuntary refund.

**Please note;**

- To avoid any debit memos, please add the following note in endorsement box: **INVL TK..../DTE**
- In case of NOSHOW original fare rules must be applied.
- Please make sure to check the status of the ticket prior to refund if the ticket is subject to a chargeback or not. Otherwise ticket will be subject to an ADM.
- Above INVOL procedures apply to reservations affected by a major SC or flight cancellation only. If passenger chooses to voluntarily cancel his/her flight prior to any major SC/UN fare rules must be applied. Otherwise ticket will be subject to an ADM.

### 3- Non-Cancelled Flights or Flights that are NOT affected by a Major Schedule Change:

Tickets issued between March 21, 2020 – June 30, 2022 for all TK, Anadolu Jet, TK 235 Interline / Codeshare / Spa flights (except ECN and intra-Turkey Flights and flights to/from CHINA):

#### Rebooking/Rerouting/Refund:

- Prior booking cancellation required.
- In case of No-show, fare rules must be applied.
- Rebooking / Rerouting permitted without any date change penalty. Any difference (fare-tax etc.) occurring during this change must be collected.
- Same fare class or higher must be booked.
- **Unused tickets:** No IATA region restriction. Ticket can be changed within the Turkish Airlines Network.
- **Partially used tickets:** Changes permitted within the same IATA region only.
- Interline tickets issued on TK (235) stock can be changed without any penalty in the same cabin and fare class only. If same fare class is not available, fare difference must be charged.
- New travel must be completed on/before **August 31, 2022**
- 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.
- Ticket validity can be extended until August **31, 2022**
- **Refunds:** Original fare rules must be applied.
- Ticket changes can be applied only **once**, additional changes can be made as per original fare rules only.

#### **Please note;**

- To avoid any debit memos , reissued tickets must contain the following waiver code in the endorsement box **ISTRCTK70050/JUN22**
- Changes mentioned above can be applied only once. Additional changes can be made as per original fare rules only.

For more information you may visit our website at the below link.

[COVID-19 Travel Updates | Turkish Airlines](#)

Thank you for your continued support  
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