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RMT:ISTRCTK 202012 MAR20

SUBJECT: ADDITIONAL RIGHTS FOR PASSANGERS WHOSE TICKETS ISSUED BETWEEN
21MAR 2020 - 20 MAY 2020(INCLUDED)

THIS TELEX OVERRIDES PREVIOUS TELEX PUBLISHED AS ISTRCTK 202012 MAR20 WITH
EXTENSION OF TICKETTING AND NEW TRAVEL DATES.

FOR ALL INDIVIDUAL AND GROUP TICKETS PURCHASED BETWEEN MARCH 21, 2020 -
MAY 20, 2020 (INCLUDED) ORIGINAL BOOKING ON FLIGHTS UP TO DECEMBER 31, 2020
(INCLUDING ANADOLUJET FLIGHTS); (INCLUDING TK STOCK(235) TICKETS INCLUDING
INTERLINE FLIGHTS (CODESHARE OR SPA)) REBOOKING/REROUTING OR OPEN-ENDED
TICKETS REQUESTS WILL BE APPLIED ACCORDING TO THE FOLLOWING CONDITIONS
WITHOUT CONSIDERING FARE RULES,
THESE RIGHTS WILL BE VALID FOR THE TICKETS PROVIDED THAT CANCELLATION IS
MADE BEFORE THE SCHEDULED DEPARTURE TIME OF THE FLIGHT.

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.

1) REBOOKING / REROUTING REQUESTS:

FIRST REROUTING AND REBOOKING CHANGE WILL BE MADE UNTIL DECEMBER 31,
2021(INCLUDED) (TRAVEL COMPLETION). FARE DIFFERENCES WILL BE CHARGED
WITHOUT APPLYING REISSUE PENALTIES.
FARE DIFFERENCES THAT MAY BE INCURRED DUE TO THE CHANGE REQUEST (SERVICE
CHARGE, CURRENCY DIFFERENCES, DIFFERENCES OF CLASS, DATE AND ROUTE
CHANGES, TAX DIFFERENCES ETC.) WILL BE COLLECTED.

2) OPEN-ENDED TICKET PROCEDURES

PASSENGERS WILL HAVE AN OPEN-ENDED TICKET ONLY IF FLIGHTS IN RESERVATIONS
ARE CANCELLED BEFORE THE FIRST DEPARTURE TIME OF ORIGINAL TICKET. WHILE
NEW RESERVATION IS BEING MADE BY THE PASSANGER 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.

3) ISSUE DATE FOR NEW TRAVEL

THERE IS NO RESTRICTION ON ISSUE DATE. NEW TRAVEL DATES CAN BE DECIDED UP TO
NEW DEPARTURE DATE OF TRAVEL.

4) OPEN-ENDED PROCEDURES CAN BE MADE BY TURKISH AIRLINES SALES OFFICE,
SALES AGENTS WHERE THE TICKETS ARE PURCHASED AND CALL CENTER.

5) REBOOKING/REROUTING REQUESTS OF GROUP RESERVATIONS FOR WHICH PAYMENT OR GUARANTEE MCO IS RECEIVED BETWEEN 21MAR 2020 - 20 MAY 2020(INCLUDED) WILL BE MADE DISREGARDING APPLYING CHANGE PENALTIES OF EXISTING FARE RULES. SAME FARE LEVEL WILL NOT BE GUARANTEED FOR NEW TRAVEL DATES.

6) REFUND REQUESTS

REFUND AND CANCELLATION REQUESTS WILL BE MADE ACCORDING TO ORIGINAL FARE RULES. THERE WILL BE NO GIVEN REFUND RIGHTS WITHIN THE SCOPE OF THIS TELEX.

7) EXTENSION OF VALIDITY : VALIDITY OF TICKET CAN BE EXTENDED UNTIL DECEMBER 31, 2021(INCLUDED).

8) TICKET CHANGES REQUESTS CAN BE MADE BY TURKISH AIRLINES SALES OFFICE, SALES AGENTS WHERE THE TICKETS ARE PURCHASED, TURKISH AIRLINES ONLINE CHANNELS AND CALL CENTER.

APPLICATION CONDITIONS:

VALID FOR TICKETS PURCHASED BETWEEN 21MAR 2020 - 20 MAY 2020(INCLUDED)

VALID ON FLIGHTS IF THE ORIGINAL DEPARTURE DATE IS UNTIL THE DECEMBER 31, 2020.

NEW JOURNEY SHOULD BE COMPLETED UP TO DECEMBER 31, 2021 (INCLUDED)

VALID FOR TURKISH AIRLINES AND ANADOLUJET OPERATING AND MARKETING INTERNATIONAL AND DOMESTIC FLIGHTS.

ONLY REISSUE CHARGES WILL NOT BE COLLECTED ACCORDING TO THIS TELEX, NO-SHOW TICKETS ARE OUT OF SCOPE.

THIS APPLICATION IS VALID FOR REBOOKING AND REROUTING REQUESTS OF GROUP RESERVATIONS UNDER THE CONDITIONS OF GENERAL GROUP RULES.

THIS TELEX WILL BE ALSO VALID FOR NON-CHANGABLE PROMOTIONAL TICKETS. CHANGE REQUEST WILL BE APPLIED FOR MILES AND SMILES TICKETS.

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.

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.