

## SUSPENSION OF FLIGHTS BETWEEN UAE AND TURKEY

**MARCH 19, 2020**

Dear Trade Partners,

Further to the on-going COVID-19 situation, as requested by UAE Civil Aviation Authorities, Turkish Airlines has suspended its flights between UAE and Turkey effective **17th March 2020** until further notice.

### FOR THE INDIVIDUAL AND GROUP PASSENGERS

TERMS & CONDITIONS	
FROM/TO	UAE
ORIGINAL FLIGHT DATES	14 MARCH 2020 - 15 APRIL 2020
TICKETED ON/BEFORE	15 MARCH 2020
OPERATING CARRIER	TURKISH AIRLINES
ACTION DATE UNTIL	15 APRIL 2020 (Including)

REBOOKING* & REROUTING**	
IF ALL NEW REQUESTED TRAVELING DATES ARE ON/BEFORE 31 MAY 2020	Rebooking and rerouting will be made without any rebooking fee, even for different classes in the same cabin of original ticket (no fare difference – no rebooking fee).
IF ALL NEW REQUESTED TRAVELING DATES ARE AFTER 31 MAY 2020	Rebooking and rerouting will be made without any rebooking fee. Fare differences will be charged if the original fare is not available on new departure dates / destinations (only rebooking fee will be waived).
* ON INTERLINE FLIGHTS WHERE TK IS THE MARKETING CARRIER, THE ORIGINAL FARE RULES WILL APPLY FOR REBOOKING AND REROUTING.	

**\*\* NEW DESTINATION MUST BE IN THE SAME IATA REGION AND ALL NEW TRAVELLING DATE MUST BE IN 1 YEAR AS FROM THE ORIGINAL TICKETING DATE.**

#### **REFUND REQUESTS**

<b>UNUSED TICKET</b>	Refund will be made without any charge disregarding the fare rules. Interline flights where TK is the marketing carrier are also included.
<b>USED TICKET</b>	Refund will be made considering as involuntary. Interline flights where TK is the marketing carrier are also included.

#### **EXTENSION OF VALIDITY**

**VALIDITY OF TICKET CAN BE EXTENDED UNTIL 31MAY2020 WITHOUT ANY FARE DIFFERENCE OR PENALTY.**

#### **Additional Info:**

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. If the involuntary change is already done once to a ticket, further change/refund requests must be handled according to fare rules.

#### **You must enter endorsement field on reissued tickets:**

**INVOL REISSUE/REFUND DUE TK(FLIGHT NUMBER) / XXLD**

For your information and necessary action.

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