

Dear Travel Agencies,

Please kindly find below latest updates, regarding COVID-19 applicable rules on Turkish Airlines' Iran originated tickets:

Cancelled Flights	Regardless of the date the ticket has been issued	If the flight is cancelled and there is no any flight on the same destination in -7/+30 days, one time Involuntary Rerouting and Rebooking will be made until Mar 31, 2022 (travel completion).
Non-cancelled Flights	Tickets issued between 21 Mar 2020- 31 Dec 2021	If the reservation has been cancelled before flight time, for Rerouting and Rebooking which's change will be made until Mar 31, 2022 (travel completion), fare differences will be charged without applying reissue penalties. Open statuses is permitted. Extension of validity and penalty waiver are not applicable if reservation is Noshow. * Tickets with reservations on mainland china routes excluded.
Schedule Changes	Regardless of the date the ticket has been issued	Change for -7/+30 days can be offered. This change can only be made once after the initial schedule change. SC less than 15 minutes is not legible to change involuntary. For further information refer to involuntary SC rules.
Positive PCR test	Tickets issued between 11 JUN 2020- 31 OCT 2021	Rebooking and Rerouting will be made without any charge for different booking classes only if the new destination is in the same IATA region and in the same cabin providing that new travel date up to Nov 30, 2021 (included) for TK and AJ operating flights. Refund: According to fare rules.
	Interline, SPA, Codeshare	For TK stock (235) tickets including Interline flights (codeshare or SPA), rerouting and rebooking will be made without any charge in case of same booking class is available for new travel date up to Nov 30, 2021 . If the same booking class in the same cabin is not available, fare differences and other charges will be charged without applying rebooking/rerouting penalties.


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Not accepted Passengers	Tickets issued between 11 JUN 2020- 31 OCT 2021	Before departure: For passengers whose tickets are planned for scheduled flights by TK/AJ between 11th of Jun 2020 and 31st of OCT 2021 (included) but not accepted from the country to be travelled involuntary Rerouting and Rebooking which change will be made until Nov 30, 2021 . Exception: Turkey passenger whose tickets have been issued after Dec 28, 2020 in case of not accepting due to lack of PCR test, cannot benefit from involuntary changes or refund.
		For the passengers who are not accepted to the flight in Transit Point, changes should be made at THY sales offices located in IST/SAW/ANK airports.

- ❖ Passengers who can provide sufficient documents will be eligible for involuntary changes mentioned above.
- ❖ "I" and "S" indicators mentioned in previous circulars are only available on Troya GDS.
- ❖ According to Iran Civil Aviation circular **I6** tax is not refundable in all tickets issued or reissued after **1 Jun 2021**. (Involuntary refund is exception)
- ❖ All refund transactions on TK stocks must be made within 2 years from the original date of the ticket issuance otherwise tickets are not refundable.
- ❖ The passengers traveling with PETC must only be given the window side seats, not given the middle and aisle seats.

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