

**Dear Travel Agencies,**

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

<b>Canceled flights</b>	<b>Regardless of the date the ticket has been issued</b>	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 <b>Mar 31, 2022</b> (travel completion).
<b>Non-cancelled Flights</b>	<b>Tickets issued between 21 Mar 2020- 31 Mar 2022</b>	If the reservation has been cancelled before flight time, for Rerouting and Rebooking which's change will be made until <b>May 31, 2022</b> (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 Endorsement Note: Message ID 64453
<b>Schedule Changes</b>	<b>Regardless of the date the ticket has been issued</b>	Change for -7/+30 days can be offered. This change can only be made once after the initial schedule change. SCj less than 15 Mins is not legible to change involuntary. For further information refer to involuntary SC rules.
<b>Positive PCR test</b>	<b>Tickets issued between 11 Jun 2020- 31 Jan 2022</b>	<b>Rebooking and Rerouting</b> 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 <b>Feb 28 ,2022</b> (included) for TK and AJ operating flights. Endorsement Note: Message ID 63824
	<b>Interline, SPA, Codeshare</b>	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 <b>Feb 28, 2022</b> . 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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<b>Not accepted Passengers</b>	<b>Tickets issued between 11 Jun 2020-31 Jan 2022</b>	<b>Before departure:</b> For passengers whose tickets are planned for scheduled flights by TK/AJ between <b>Jun 11, 2020 and Jan 31, 2022 (included)</b> but not accepted from the country to be travelled involuntary Rerouting and Rebooking which change will be made until <b>Feb 28, 2022</b> . <b>Exception:</b> Turkey passenger whose tickets have been issued after <b>Dec 28 2020</b> in case of not accepting due to lack of PCR test, <b>cannot</b> benefit from involuntary changes or refund. Passenger who are not registered for GUANZO(CAN) flight will not be possible to change routes for GUANZO(CAN) flights. Endorsement Note: Message ID 63824
		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.
- ❖ 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 transactions on TK stocks must be made within 2 years from the original date of the ticket issuance otherwise tickets are not refundable or changeable.
- ❖ Within the scope of this publication, the right to change without puniton for domestic travels (including Ercan and Hopa) will be valid for sales and tickets made until December 31, 2021. However the original fees rules will be applied for sales for all domestic flights after 01 January 2022.

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