

更新 | 土耳其航空将继续调整航班运营及线上更改机票方式

土耳其航空 Turkish Airlines 1 周前

鉴于疫情影响导致航班暂停

为保护公众健康，有效控制新型冠状病毒扩散和传播，土耳其有关当局作出如下决定：

土耳其航空所有航班将暂停至 2020 年 5 月 28 日（不含）。

土耳其航空呼叫中心

+86 10 56971330 （中国）

+90 212 444 0849 （土耳其）

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您可以通过 www.turkishairlines.com 获取您的航班的最新信息。

以上信息更新于 2020 年 4 月 28 日

您可以登陆土耳其航空官网，在线更改您的机票，更便捷管理您的航班。

您可以通过以下链接，在线提交零改签费或更改为开放机票的申请，或线上申请获取额外里程的机会。

通过机票代理购票的乘客，请优先联系原购票渠道更改机票。

<https://www.turkishairlines.com/zh-cn/any-questions/customer-relations/corona-related-request/>

使用零更改费或更改开放票权利，让您安心地重新安排行程

我们对国内和国际航班实行零改签费或更改为开放机票的政策，使您的旅行计划更加灵活、舒适、安心。

- 如果您的旅行已经改期，您可以享受零改签费的权益，并重新规划您的航班。
- 如果您还没有计划您的旅行，您可以受益于更改为开放机票权利，您可以重新安排您的计划。

享受灵活的国际航班变更权益：

请查看下表，以确保您的国际机票符合所列条款。您可以享受零改签费或改为开放机票的权利。

出票日期	2020 年 3 月 20 日（含）前
您现有机票上的旅行完成日期（机票上最后一个航班的完成日期）	至 2020 年 12 月 31 日（含）
您的机票将享受	零改签费或改签开放机票
新行程的有效期	延长至 2021 年 12 月 31 日

其他条款和条件

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在原目的地所在地区（IATA 区域）的航班可以进行目的地变更改签。

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您可通过原出票机构办理，包括土耳其航空销售办公室、呼叫中心和购买机票代理机构等。

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免费改签的权利只适用于一次。

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使用改签开放票的权利时，本次改签的机票应当在航班起飞前取消。

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必须通过土耳其航空公司呼叫中心、销售办事处或原购买机票的代理机构取消预订，以便将机票更改为开放机票。

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开放机票仅可以免费更改一次。

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您可以通过土耳其航空官网“疫情相关申请”页面，及时在线上申请零改签费或改签开放机票等需求。

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土耳其和埃尔坎（北塞浦路斯）机场之间的航班不视为国际航班。

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如果舱位相同的情况下，您的机票适用于零改签费或改签为开放机票时，将免收机票更改或运价差价等费用。

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土耳其境内航班的灵活旅行权（包括土耳其和埃尔坎机场之间的航班）

请查看下表，以确保您的国内机票（包括土耳其和埃尔坎机场之间的航班）符合所列条款。如果符合下列条款，您可以享受零改签费或更改为开放机票的权利。

出票日期	2020 年 3 月 19 日（含）前
您现有机票上的旅行完成日期（机票上最后一个航班的完成日期）	至 2020 年 12 月 31 日（含）
您的机票将享受	零改签费或改签开放机票
新行程的有效期	2021 年 2 月 28 日

其他条款和条件

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您可通过原出票机构办理，包括土耳其航空销售办公室、呼叫中心和购买机票代理机构等。

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免费改签的权利只适用于一次。

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使用改签开放票的权利时，本次改签的机票应当在航班起飞前取消。

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必须通过土耳其航空公司呼叫中心、销售办事处或原购买机票的代理机构取消预订，以便将机票更改为开放机票。

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您可以通过土耳其航空官网“疫情相关申请”页面，及时在线上申请零改签费或改签开放机票等需求。

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开放机票仅可以免费更改一次。

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如果舱位相同的情况下，您的机票适用于零改签费或改签为开放机票时，将免收机票更改或运价差价等费用。

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以上改期规则信息更新于 2020 年 4 月 30 日

更灵活的更改权利，让您放心预定国际、国内航班

如果您正准备计划新的行程，并满意我们实行的零改签费或更改为开放机票的政策，使您的旅行计划更加灵活、舒适、安心。

如果您在 2020 年 3 月 21 日至 2020 年 5 月 20 日之间购买的国际、国内段机票，延长至 2021 年 12 月 31 日之前使用，或您可以将您的机票改为开放机票。

出票日期	2020 年 3 月 21 日至 2020 年 5 月 20 日之间
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您的机票将享受	免改签费或改签开放机票
新行程的有效期	延长至 2021 年 12 月 31 日

其他条款和条件

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在原目的地所在地区（IATA 区域）的航班可以进行目的地变更改签，由于目的地变化可能导致差价产生。

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您可通过原出票机构办理，包括土耳其航空销售办公室、呼叫中心和购买机票代理机构等。

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免费改签的权利只适用于一次。

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使用改签开放票的权利时，本次改签的机票应当在航班起飞前取消。

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差价可由于税费、汇率或运价舱位差价而产生。

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以上灵活预定信息更新于 2020 年 4 月 14 日

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制定新的旅行计划，同时增加您机票的附加价值！

由于疫情影响导致取消航班逐渐增多，为此土耳其推出一项回馈旅客的举措，除了选择机票退款之外，您可以选择额外获取更多的里程，增加您机票的附加价值。

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每 10 欧元机票价值可获取 1000 里程积分 Miles&Smiles*（土耳其航空会员计划）。里程积分可用于兑换土耳其航空、土耳其航空旗下 AnadoluJet 以及星空联盟成员航班的升舱权益或奖励机票使用。您还可以将积分用于土耳其航空线上购物。

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*如果您现在还不是土耳其航空 Miles&Smiles 会员，您可以通过官网线上申请，可获得更多新用户里程。

其他条款和条件：

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可申请额外积分奖励的机票适用于因疫情导致航班取消或航班变动等特殊情况。

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里程积分的计算以欧元为计算单位，汇率按照操作当天汇率为准。

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加入账户的里程积分应根据机票的购买总价值计算（包括税费、服务费等）

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其他相关费用（包括选座费、超重行李费用）将在账户累积里程时予以考虑。

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奖励机票退票不在活动范围之内。

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Flights suspended due to Coronavirus

Dear passengers,

In accordance with decisions taken by the official authorities and the measures we have taken for the sake of your health due to the Global Coronavirus (COVID-19) outbreak:

All our international and domestic flights are suspended until **May 28**(excluding May 28), 2020.

For ticket change and other requests, you can call our customers center at +90 850 333 0849 or fill out our feedback form through our website and mobile application.

Best Regards,

Last updated on April 28, 2020

Requests related to the coronavirus pandemic

From this link, you can submit requests for ticket changes, changing tickets to open tickets, and refunds in Miles for tickets on flights suspended due to coronavirus.

<https://www.turkishairlines.com/en-int/any-questions/customer-relations/corona-related-request/>

Feel secure with your Zero Change Fee or Change to Open Ticket rights and reschedule your trip with peace of mind.

We are applying Zero Change Fee and Change to Open Ticket policies for domestic and international flights, so that you can plan your travel with more flexibility, comfort and peace of mind.

- If you decided your new travel, you can benefit from the Zero Change Fee right and re-plan your flight comfortably.
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- If you have not yet planned your trip, you can benefit from the Change to Open Ticket right and utilize it after your plans are made.
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Zero Change Fee or Change to Open Ticket rights for international flights

Please review the table below to ensure that your international flight ticket corresponds with the terms listed. If so, you can benefit from the Zero Change Fee or Change to Open Ticket rights.

Your purchase date	March 20, 2020 and before
Your travel completion date on your existing ticket (completion date of the last flight on the ticket)	Until December 31, 2020 (included)
Your rights	Zero Change Fee or Change to Open Ticket
Last date for your new flight	December 31, 2021

Other terms and conditions

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A ticket change can be made for a flight in the same region as the original destination.

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Change requests can be made through the Turkish Airlines sales offices, call center, online channels and agencies from which the ticket was purchased.

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The right to Zero Change Fee is for one time only.

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Within the scope of the right to Change to Open Ticket, the current ticket should be cancelled before the hour of flight.

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Reservation cancellations made in order to change the ticket to an open ticket must be performed via the Turkish Airlines call center, sales offices or the agencies from which the ticket was purchased.

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Open tickets can be ticketed only once more without paying an additional fee.

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For transactions for Zero Change Fee and Change to Open Ticket rights, please visit "Coronavirus Related Requests".

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Flights between Turkey and Ercan Airport are not considered as international flights.

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You will not be charged penalties or fare differences when you ticketing your open ticket, or when you benefit from Zero Change Fee, provided your new ticket is in the same cabin class.

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Zero Change Fee or Change to Open Ticket rights for domestic flights (including flights between Turkey and Ercan Airport)

Please review the table below to ensure that your domestic flight ticket (including flights between Turkey and Ercan Airport) corresponds with the terms listed. If so, you can benefit from the Zero Change Fee or Change to Open Ticket rights.

Your purchase date	March 19, 2020 and before
Your travel completion date on your existing ticket (completion date of the last flight on the ticket)	Until December 31, 2020 (included)
Your rights	Zero Change Fee or Change to Open Ticket
Last date for your new flight	February 28, 2021

Other terms and conditions

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Change requests can be made through the Turkish Airlines sales offices, call center, and agencies from which the ticket was purchased.

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The right to Zero Change Fee is for one time only.

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Within the scope of the right to Change to Open Ticket, the current ticket should be cancelled before the hour of flight.

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Reservation cancellations made in order to change the ticket to an open ticket must be performed via the Turkish Airlines call center, sales offices or the agencies from which the ticket was purchased.

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For transactions for Zero Change Fee and Change to Open Ticket rights, please visit "Coronavirus Related Requests".

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Open tickets can be ticketed only once more without paying an additional fee.

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You will not be charged penalties or fare differences when you ticketing your open ticket, or when you benefit from Zero Change Fee, provided your new ticket is in the same cabin class.

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Flexible changing rights for passengers booking new domestic and international flights

If you are planning on making a new reservation, feel secure with your Zero Change Fee or Change to Open Ticket rights, and plan your trip with peace of mind.

You can change domestic and international tickets purchased between March 21 – May 20, 2020 until December 31, 2021, or you can change your ticket into an Open Ticket.

Ticketing period	March 21, 2020 – May 20, 2020
Your rights	Change without penalty or Change to Open Ticket
Last date for your new flight	December 31, 2021

Terms and Conditions

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A ticket change can be performed for a flight in the same region as the original destination by taking possible fare differences into consideration.

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Change requests can be performed through the Turkish Airlines sales offices, call center, online channels and the agencies from which the ticket was purchased.

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The right to Zero Change Fee is for one time only.

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In order to change the ticket to an Open Ticket, the reservation must be cancelled before the date of flight.

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In order to change the ticket to an Open Ticket, cancellations must be performed via the Turkish Airlines call center, sales offices, or the agencies from which the ticket was purchased.

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Fare differences incurred by taxes, exchange rates or fare class differences will be applied.

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Last publish date on April, 14 2020

Make new flight plans while adding value to your ticket!

We are now offering you a golden opportunity regarding refunds for your suspended flights. Instead of getting a refund, we offer you the option to plan your flight early, and extend the horizon of your flight with Miles you will get in return.

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Have 1,000 Miles added to your Miles&Smiles account* for every 10 EUR of your ticket value. You can use your Miles for upgrades or Reward Tickets on Turkish Airlines, AnadoluJet or flights operated by Star Alliance member airlines. You can also spend your Miles in our Shop&Miles online store.

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*If you are not yet a Miles&Smiles member, you can join us and earn more with Welcome Miles.

Terms and Conditions:

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To benefit from the campaign, your flight must be partially or fully suspended, or a schedule change in your flight should have been applied.

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For purchases made in currencies other than Euro, Miles added to the account will be calculated according to the EUR/currency rate on the day of the transaction.

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Miles to be added to the account will be calculated according to the total amount of the purchase value of the ticket (incl. taxes, service fee, etc.).

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Fees for services of Turkish Airlines such as seat selection, extra baggage, etc. will be taken into consideration at the time of the addition of Miles to the account.

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Reward ticket returns are not within the scope of the campaign.

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