

## TK special involuntary change rule for Chinese BSP agents 土航中国区

### 代理特殊非自愿改票规定

Dear Agents and Passengers,

Thank you for choosing Turkish Airlines.

Special and tough year 2020 has been passed, we will face more challenge in 2021.

Since the China CAAC policy is uncertain now, Our China route and flights are not final yet, some agents and passengers have purchased our tickets, we will apply the special involuntary change rule for all the Chinese BSP agents and passengers.

Due to the flight cancel, **only the original route CAN departure or arrival** tickets can involuntary

Change to **CAN departure or arrival**, other routes **cannot** change to CAN departure or arrival,

These tickets can be involuntary refunded.

If any question, please feel free to contact us.

尊敬的代理人和乘客，

非常感谢您对土耳其航空公司一直以来的支持。

艰难的 2020 年已经过去了，2021 年我们将面临更多的挑战。

由于国内民航局政策未确定，土航中国的航线航班也未最终确定，代理或客人因需求已经出了

我们的机票，先针对航班取消后的非自愿改票作以下说明：

如航班取消，**只有原行程为广州出发或者到达的机票**可按非自愿更改回广州出发或者到达行程，

其它始发地或者到达地的机票**不可**按非自愿更改到广州出发或者到达行程，可按非自愿进行退票。

如有任何问题，请随时联系我们。

*Best regards,*



**Meihua Hu (Carol)** | Sales Operation Manager

Turkish Airlines Inc. Room 6107,Citic Plaza,Tianhebei Road No.233,Guangzhou City,China

| P +86 20 38771690/91/92/93 ext 50618 | [hhua@thy.com](mailto:hhua@thy.com)

**China call center** : +86 (10) 5697 1330 Working Hours: 24 hours