DEBIT MEMO / BOOKING POLICY

CANADA - October 31, 2022

Dear Travel Partners,

We would like to take this opportunity to remind you of Turkish Airlines booking policy in order to avoid any unpleasant ADMs and to serve as a guideline to your reservations' team:

- **NO-SHOW (reissue) –** ticket must be exchanged/reissued before original date of departure otherwise No-Show fee plus change fee will apply. Please note that even if outbound segments are cancelled, and not reissued before original departure date, No-Show fee will still apply.

- **NO-SHOW (refund) –** itinerary must be cancelled before original departure in order for refund to be valid. If itinerary is not cancelled and passenger is a No-Show, ticket becomes automatically non-refundable, unless otherwise specified in fare rules (note 16).

- **RESTRICTED FARES**: These fares have limited ticketing time. Ticketing must be completed within 1-3 days from date that reservation has been made, even if an automated time limit message has been created, **most restrictive time limit always applies**. Please check fare note 5. for detailed information.

- **SYSTEM ABUSE/MARRIED SEGMENT VIOLATION -** System Abuse / Married Segment violations are being monitored by Turkish Airlines and the bookings created and/or ticketed accordingly will be sentenced to ADM. **In a situation where point of origin (POO) is manipulated by requesting return flight from availability first, and departure after to lower the fare/booking class – is considered booking violation and ADM will be issued. It is important that all agents including subagents are informed.** Besides having an ADM , the agencies responsible for such abuses may also be blacklisted for using Turkish Airlines' services, such as availability display, booking and ticketing. In case the creator/owner and the ticketing agencies are different, both agencies will be penalized. The following fee will be collected from the creator-owner and or ticketing agencies:
- **For Domestic Bookings (to/from Turkey) created via Agencies in TR market 500.-TRYper passenger / per PNR**
- **For Continental flights created by System Abuse / Married Segment violations (to/from Asia, Europe, Middle East, Africa) 500.-EUR per passenger / per PNR**
- **For Intercontinental flights created by System Abuse / Married Segment violations (to/from America, Far East) 1000.-EUR per passenger / per PNR**

- **INACTIVE SEGMENTS** - According to Turkish Airlines ADM booking policy/procedures, section 3.2.3 INACTIVE RESERVATIONS, PNRs with status codes such as PN, HX, UN, NO, SC, TK, UC, US or WK which are not cancelled within the required time frame of at least 24 hours before the flight, are subject to a debit memo of EUR35.00 per reservation.

- **REFUND DUE TO DEATH** – If a passenger has passed away, prior to commencing the trip, involuntary refund policy will apply. In such situation, a copy of a death certificate must be emailed to your local Turkish Airlines Sales Office along with passenger's ticket details (English, French or Turkish certified copies only). Refund due to passenger's death must be completed within 45 days from time that death has occurred. Please ensure that endorsement is mentioned INVOL DUE TO DEATH.

- **CHURNING** - Irrespective of the PNR, all booking and cancellation transactions created for the same passenger, same flight/s, same flight date/s for at least 4 times or more will be called as Churned Booking Transaction and will be subjected to ADM . The ADM amount will be 10.-EUR per segment.

  SCHEDULE CHANGE –In case of schedule changes more than 15minutes, the agent is responsible to inform the passenger about the new flight schedule. Once passenger has accepted the new flight Schedule, tickets must be reissued to reflect the new flight times. Passengers can choose to travel on another date, if schedule change interferes with their travel plans, as long as it is within the following time frame: 7 days prior or 30 days after the original travel date. Endorsement must be noted as INVOL DUE TK…/DATE SC

- **CHARGEBACK** – It is strongly recommended that agents verify with the customer if a ticket is subject to a chargeback prior to processing a refund in order to avoid chargeback ADM. In case of fraud booking, the agency needs to ensure that correct contact information is up to date (BSP/AIRLINE) as chargeback department will send chargeback warning first to the agency and response within limited time is required. Failure to respond within given time will result in chargeback ADM.

  TIME LIMIT AND TICKETING RULES
- Avoid "Churning", excessive and repeated booking and cancelling of segments to circumvent time limits or to meet GDS productivity
- Avoid "No-Shows"; Inventory spoilage caused by agents failure to issue ticket and/or cancel unticketed reservations. Avoid questionable cancellations prior to the scheduled flight.
- Time limit requirements and fare rules must be adhered to and ticket must be issued according to the booking status. Confirmed status may not be used unless received from TK
- Avoid confirmed ticket issued for a unconfirmed booking.
- Agent must not create a PNR in order to check the fare and other information.
- Agent must not book itinerary in one class of service and issue ticket in another class of service.
- Ticketing must be done in the same GDS in which the original booking is made.
- **HIGH RATIO OF "NOSHOW" BOOKINGS -** For such abuses, responsible agency will be subject to an ADM that is calculated as the highest fare on the related route. Any kind of ticketing causing remarkable no-shows, such as but not limited to:
- No-shows occured for the segments created in order to be used just for ticketing the whole itinerary with a lower fare.
- Remarkable amount of no-shows occured within a certain or different flights, etc
- **UNCOMMITTED BOOKINGS-** Uncommitted Bookings are bookings not finalized with EOT (End of Transaction). If they are hold longer than the usual time necessary to close the sale, seats are blocked in our flight inventory and TK risks not able to sell such seats. Without creating a PNR to hold

or block a seat on flight inventory it is consider as abuse and will be sentenced to ADM. 50.-EUR flat fee will be collected per international flight seat and 150. TRY ADM per domestic seat.

- **PASSENGER'S CONTACT INFORMATION-** During the reservation process, the passenger's contact information (e-mail or phone number) must be entered correctly in the relevant field, In case the airline needs to contact the passenger. If the passenger cannot be reached due to incorrect contact details, the responsibility rests with the agency

- **GROUP RESERVATIONS -** Booking 10 or more passengers with at least one common flight and/or destination within their itinerary shall be requested as a group booking. Booking them under two or more individual PNR it is consider as "Hidden Group". Such bookings are subject to ADM. A 50.-EUR flat fee will be collected for every passenger under a PNR per international flight, and 150. -TRY ADM per domestic flight. In order to avoid any rejections when issuing individual tickets with a passive status code for active group bookings held in Turkish Airlines reservations system, it is mandatory to add a *TCP*(to complete party) information to the passive PNR. Please use the following *TCP* format prior to *EOT* entry 3OSI TK TCP30 (nbr.of psgrs in the group), GROUP NAME

Consider the following as "Married Segment Violations".

- Manipulation on married segments.
- Booking inbound segment first, in order to manipulate the system for lower booking class.
- Partial cancellation of any married segment made against rules
- Any activity to use fake flights/destinations in order to book for lower classes for the desired segments.

- **ADM DISPUTE** – all ADM disputes must be done through BSP link within the required time.
- **ACM REQUEST** – agency may request an ACM due to unclaimed commission from the airline through the regional sales office. Please note that there is a service fee for each ACM request in the amount of 15.00EUR.

Kindly note that local sales office is not authorized to remove ADM, if it has been issued in accordance with Turkish Airlines booking policy.

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