

**TRANSACTION GUIDE REGARDING THE TERMINATION OF THE
DISTRIBUTION AGREEMENT WITH SABRE**

PASSENGER CONTACT INFO

- Will it be necessary to make any changes to the existing PNRs?

Passenger contact information (phone & e-mail) must be entered for reservations including TK flights departing after August 31st. Thus, communication with our passengers will be ensured, especially in case of flight disruptions.

TICKETING for EXISTING RESERVATIONS and NEW TICKET SALES

- How will travel agencies using Sabre be able to ticket existing Turkish Airlines reservations after September 1, 2024? How will they make new ticket sales?

Individual and public fare reservations will be canceled according to the time-limit period. After August 31st, since there will be no data communication between TK-Sabre, the latest ticketing time limits of reservations will be updated as August 31, 23:30 (IST).

Group or private fare reservations can be ticketed on TROYA by contacting our sales offices or through alternative GDS channels.

New ticket sales can be made through Turkish Airlines sales channels ([TKCONNECT NDC](#), TROYA or Quickres) or alternative GDS channels other than Sabre.

EXCHANGE/REISSUE PROCESS for EXISTING TICKETS

- How to make ticket changes for individual and public fare tickets issued before August 31, 2024?

Ticket changes can be made through alternative GDS channels used by the agency other than Sabre or through Turkish Airlines channels (Web, Mobile, TROYA, Quickres). Changes for interline tickets cannot be made via web/mobile channel. TROYA or Quickres must be used for such tickets.

- How to make ticket changes for group or private tickets issued before August 31, 2024?

It can be made through alternative GDS channels used by the agency other than Sabre or through Turkish Airlines channels (TROYA or Quickres).

REFUND PROCESSES

- How will the refund process for existing tickets be handled?
 - Agencies with an alternative GDS terminal other than Sabre, after successful ticket transfer to the other GDS, refund transactions can be made through the new preferred GDS.
 - Agencies that do not have an alternative GDS terminal but have Turkish Airlines distribution channel (TROYA or Quickres) can make refund transactions through TK channels.
 - Agencies that do not have an alternative sales channel other than Sabre should apply to Turkish Airlines sales offices for ticket refund processes. Passengers should not be directed to Turkish Airlines sales offices for individual refund applications. Refunds should be processed according to the type of reconciliation (BSP/ARC) and its period and commission/ticketing service fee refund conditions.

PROCESS FLOW DIAGRAM

