



David Carter <dec380@gmail.com>

TK-7245452 #S1-21168449# Regarding Your Feedback

1 message

noreply.tkcustomer@thy.com <noreply.tkcustomer@thy.com>
To: dec380@gmail.com

Sun, Oct 9, 2022 at 10:13 PM



Dear David CARTER,

We're sorry that you had to change your travel plans. However, unfortunately we are unable to fulfill your refund request.

In the controls made based on your feedback, it has been determined that you have made a paid change in your ticket, and we cannot respond positively to your request in this direction.

Following your feedback, we investigated your ticket purchase. However, in transactions completed via turkishairlines.com /our mobile app, the passenger is responsible for entering the necessary information into the system and confirming those details. As you provided and confirmed these details, unfortunately we're unable to fulfill your request.

To avoid this problem in the future, when purchasing a ticket, we recommend you check all information before ticking the "I have read and accept the [terms and conditions](#), [the general conditions of carriage for passengers and baggage](#) and [the fare rules](#)" option at checkout.

We can only process refund/reissue requests in accordance with your ticket's [fare rules](#). Fare rules may vary depending on whether your ticket is in the flexible, limited or promotional class.

For more information, please contact our call center on 0 850 333 0 849 (if you're calling from outside Türkiye, please visit the "get in touch" page on turkishairlines.com to find the call center number for your region).

Sincerely Yours,

Ali Ş.
Customer Representative

TURKISH AIRLINES INC.
Customer Contact Center

"You may contact with us regarding our response via clicking [here](#) and creating a new feedback. If you reply this e-mail, your response will not be received."

"For detailed information on the processing of your personal data, please visit our [privacy policy](#) page. For information on the processing of your identity/passport information, you can access [Turkish Airlines Data Protection Clarification Text here](#)."

