

# How Do I Get a Refund from Turkish Airlines? Your Complete Guide for 2026

If you've booked a flight with Turkish Airlines but need to cancel your travel plans or have encountered an issue, you may be wondering how to get a refund. Fortunately, Turkish Airlines offers several options for requesting refunds, depending on the type of ticket you purchased and the circumstances surrounding your cancellation. This guide will walk you through the steps to get a refund for your Turkish Airlines flight.

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## Step 1: Review Turkish Airlines' Refund Policy

Before you request a refund, it's essential to understand Turkish Airlines' refund policy, as the eligibility and process can differ based on the type of ticket you booked:

- **Refundable Tickets:** If you purchased a refundable ticket, you are eligible for a full refund if you cancel your flight according to the airline's terms. Generally, refundable tickets allow you to receive a refund to the original payment method.
- **Non-Refundable Tickets:** Non-refundable tickets are typically not eligible for a full refund. However, Turkish Airlines may offer a travel credit or voucher for future use, or deduct a cancellation fee before issuing any refund. Some exceptions may apply in certain situations (e.g., flight cancellations due to weather or other uncontrollable factors).
- **Flexible Tickets:** If you purchased a flexible ticket, you may be eligible for a partial refund or a refund in the form of travel credit, depending on the airline's policy and the timing of your cancellation.
- **Award Tickets:** Refunds for award tickets (miles-based bookings) may be processed differently, depending on the award fare rules.

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## Step 2: How to Request a Refund Online

Turkish Airlines provides an online platform for passengers to request refunds. Here's how you can do it:

1. **Visit the Turkish Airlines Website:**

- Go to [www.turkishairlines.com](http://www.turkishairlines.com).
- 2. **Login to Your Account:**
  - If you have an account with Turkish Airlines, log in using your credentials. If you don't have an account, you can still request a refund by entering your booking reference and passenger details.
- 3. **Go to 'Manage Booking':**
  - On the homepage, click on "Manage Booking" or "My Bookings".
- 4. **Enter Your Booking Information:**
  - Provide your booking reference number and last name to retrieve your flight details.
- 5. **Request a Refund:**
  - Once your booking is displayed, you should see an option to request a refund. Follow the prompts to submit your refund request.

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### Step 3: Refunds Through Turkish Airlines Mobile App

For those who prefer to handle their booking from a mobile device, the Turkish Airlines app offers an easy way to request a refund.

1. **Download the Turkish Airlines App:**
  - The app is available for download on both iOS and Android devices.
2. **Log Into Your Account:**
  - Open the app and log into your Turkish Airlines account.
3. **Go to 'Manage Booking':**
  - In the app, navigate to the "Manage Booking" section.
4. **Select Your Flight:**
  - Enter your booking reference number and last name to find your reservation.
5. **Request Refund:**
  - Once your booking appears, follow the instructions to request a refund. You'll also be provided with any details about eligibility or cancellation fees.

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### Step 4: Contact Customer Service for Assistance

If you're unable to process the refund request online or need assistance with the process, Turkish Airlines' customer service team is available to help. Here's how to reach them:

1. **Call Turkish Airlines:**
  - Dial USA: +1 "866" 450 "7394", UK: +44 800 054 8541, Mexico: +52-800-351-0319, or Australia: +611-(800)-956-584 for support.

## 2. Provide Your Booking Information:

- Be ready to provide your booking reference, full name, and flight details for faster assistance.

## 3. Request a Refund:

- After speaking with a customer service representative, explain that you want to request a refund. They will guide you through the next steps, including any necessary documentation or forms.

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## Step 5: Understand Refund Processing Times

Once your refund request is submitted, it may take some time for Turkish Airlines to process the request. Here's what you can expect:

- Refunds for Refundable Tickets: Typically processed within 7-14 business days.
- Refunds for Non-Refundable Tickets: These may take longer to process and could be subject to cancellation fees or travel credits.
- Refunds for Award Tickets: May take longer, depending on the fare rules and the method of payment used (miles or points).

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## Final Thoughts

Getting a refund from Turkish Airlines is a simple process as long as you follow the proper steps and understand the conditions surrounding your ticket. Whether you're requesting a refund online or through customer service, make sure to have your booking details ready and check for any applicable fees. Always contact Turkish Airlines as soon as possible to ensure you get the best possible outcome for your cancellation.

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## 1. How do I get a refund from Turkish Airlines?

To request a refund from Turkish Airlines, visit the **Manage Booking** section on their website. Enter your **booking reference** and **last name** to view your reservation and apply for a refund. You can also request a refund by calling **customer service**.

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## 2. What documents do I need to request a refund from Turkish Airlines?

When requesting a refund, you will need your **booking reference number**, **ticket number**, and the **reason for cancellation**. If you used a **credit card** for payment, make sure to have the **card details** available for processing the refund.

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## 3. Can I get a refund for a non-refundable Turkish Airlines ticket?

While **non-refundable tickets** usually don't qualify for a full refund, you may still be eligible for a **partial refund** or **travel credit** depending on the circumstances. If the airline cancels your flight, you may be entitled to a full refund even with a non-refundable ticket.

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## 4. How long does it take to get a refund from Turkish Airlines?

The refund process typically takes **7-10 business days** if paid by **credit card** and may take up to **15 business days** if another payment method was used. The exact time can vary depending on your payment method and the volume of refund requests.

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## **5. Can I get a refund if my Turkish Airlines flight is canceled?**

If your Turkish Airlines flight is canceled by the airline, you are entitled to a **full refund**. You can request your refund online through the **Manage Booking** section, or by contacting **customer service** for assistance.

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## **6. How do I check the status of my refund from Turkish Airlines?**

You can check the status of your refund by logging into the **Manage Booking** section on the Turkish Airlines website. If you need further assistance, you can contact customer service to inquire about the status of your refund.

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## 7. How can I get a refund if I booked through a travel agency?

If you booked your Turkish Airlines flight through a **travel agency**, you will need to contact the agency directly to request your refund. They will assist you in processing your refund and may charge an additional **service fee** depending on their policy.

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## 8. Can I get a refund for a Turkish Airlines flight booked with miles?

Yes, if you booked your flight with **Miles & Smiles** miles, you can request a refund for the **miles** used for the booking. The refund will be credited back to your **Miles & Smiles account**. Ensure you are logged into your account when making the request.

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## 9. How do I get a refund if I purchased a ticket with a Turkish Airlines gift card or voucher?

If you purchased your Turkish Airlines flight with a **gift card** or **voucher**, you may be able to receive a refund to the **gift card or voucher balance** if your flight is canceled. Contact customer service for details on the refund process.

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## 10. What happens if I miss my Turkish Airlines flight?

If you miss your flight, you can contact Turkish Airlines to see if you are eligible for a **refund** or **rebooking**. Refunds for missed flights are typically not offered unless the airline is at fault (e.g., delays, cancellations). You may be offered a **rebooking** option based on availability.

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