

Top 20 Airlines by Region

This is a summary view of policies that has been captured on airline websites on a periodic basis. The summary text does not represent the complete terms and conditions and is provided for informational purposes only and without guarantee of accuracy. Please click on the links in this document to see the most up to date and detailed airline policy changes. This information is also likely to change depending on rapidly-evolving circumstances.

Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
Find COVID-19 resources for travel agents here (log in to Travelport Support required):- https://my.travelport.com/group/agency/resources-for-agents			
Find out how your agency can handle servicing of the changes across the Travelport systems here:- https://my.travelport.com/group/agency/airline-policy-updates			

Americas

ABC AEROLINEAS S.A. DE C.V.	<ul style="list-style-type: none"> *Make flight changes free of charge in available flights in the same route and fare until March 31st, 2021. *In case of change of route, there will be only an extra charge if there is a fare difference until March 31st, 2021. *If there is a difference of fares, it shall be covered at the moment of making the change. *Changes must be made within the year the reservation or E-TKT is valid. If the reservation or E-TKT expires before June 30th, 2020, its validity will be extended to June 30th 2020. *Changes must be made with at least 24 hours before departure. *Refunds are permitted in Priority class according to Terms and Conditions on your booking. *There are no restriction periods. Flights must be completed up until March 31st, 2021. *Please reference link for terms and conditions. 	8-May-20	https://www.interjet.com/en-us/information/important-notice
AEROLINEAS ARGENTINAS	Please reference link for up to date cancellation and waiver information.	8-May-20	https://www.aerolineas.com.ar/en-us/promociones/detalle/313_important-information-coronavirus
AEROMEXICO	<p>Tickets purchased before March 1, 2020</p> <ul style="list-style-type: none"> *The waiver is valid for original tickets that have been purchased before March 1, 2020. *Impacted travel dates: from March 1 to June 30, 2020. *Ticket issuing allowed until April 30, 2021. *The rescheduled trip must take place before April 30, 2021. <p>Tickets purchased between March 1 and May 31, 2020.</p> <ul style="list-style-type: none"> *The waiver is valid for original tickets that have been purchased between March 1 and May 31, 2020. *Impacted travel dates: from March 1 to April 30, 2021. *Ticket issuing allowed until April 30, 2021. *The rescheduled trip must take place before April 30, 2021. 	8-May-20	https://aeromexico.com/en-us/notifications-for-passengers
AEROVIAS DEL CONTINENTE AMER - AVIANCA	If a traveler has a ticket with a flight date between March 4th and June 30, 2020, changes can be made without a penalty charge, regardless of the booking date or the destination.	8-May-20	https://www.avianca.com/us/en/about-us/news-center/avianca-news/protection-measures-for-passengers-covid19/
AIR CANADA AND AIR CANADA VACATIONS	If you made a flight booking for travel on or after March 1, 2020, and you want to cancel it, you can. You may keep the remaining value of your ticket for future travel, which is valid for travel that must be completed within 24 months of your flight cancellation date. The cancellation fee will be waived when rebooking your travel. Refundable tickets will be refunded as per the fare rules; a cancellation fee may still apply.	8-May-20	https://www.aircanada.com/us/en/aco/home/book/travel-news-and-updates/2020/covid-19.html#/cancel-existing
AIR TRANSAT	Air Transat has suspended all flights until June 30, 2020. Please reference link for latest update on change fee waivers.	8-May-20	https://www.airtransat.com/en-US/travel-information-en-us/coronavirus
ALASKA AIRLINES	Please reference link for latest update on change fee waivers based on travel dates.	8-May-20	https://www.alaskaair.com/content/advisories/travel-advisories
AMERICAN AIRLINES	<p>Please refer to www.saleslink.aa.com (link referenced) for latest updates on change fee waivers.</p> <p><i>*(Agents-please refer to MyTravelport article linked at top for credit retention solution)</i></p>	8-May-20	https://saleslink.aa.com/en-US/index.html#/home

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COPA AIRLINES	<p>Tickets purchased until June 30, 2020:</p> <ul style="list-style-type: none"> *Original travel dates must be originated and completed by December 31, 2020 *New travel must be completed by December 31, 2021 *Applies only to Copa Airlines tickets: regulars and award tickets *Refund and cancellations apply according to fare rule conditions <p>Option A: I want to change my flight date:</p> <ul style="list-style-type: none"> *Modification of the date or flight of trip without the change fee or fare difference, if it is within the same cabin. <p>Option B: I want to use my ticket for a future trip:</p> <ul style="list-style-type: none"> * Value of the ticket for future travel until December 31, 2021 will be maintained. *The change fee and fare difference for this change will not be charged, if it is within the same cabin. 	8-May-20	https://www.copaair.com/en/web/us/coronaviruses-measures-travel-with-confidence
DELTA AIR LINES, INC.	<p>Bookings made for travel within the United States scheduled to depart March through September 30, 2020, all change fees are waived. Trips can be rebooked to the same destination for travel departing before September 30, 2020, with no difference in fare applied. Trips rebooked to the same destination for travel departing October 1, 2020 - September 30, 2022 there will be no change fees. If there is a difference in price, the fare difference will apply. If changing the destination, you can cancel without a fee and use your credit to book a new flight at a later date. Please reference link for further details.</p> <p>Please also visit https://news.delta.com/facecoverings for traveler requirements.</p> <p><i>(Agents-please refer to MyTravelport article linked at top for credit retention solution)</i></p>	8-May-20	https://www.delta.com/us/en/travel-update-center/cancel-change-requirements
FRONTIER AIRLINES	<p>Bookings made between March 10 and April 15, 2020 will be permitted a one-time change to travel plans without a fee. Changes under this special waiver are subject to the terms and conditions below; additional restrictions may apply.</p> <p>Customers can complete a one-time change free of charge as below:</p> <ul style="list-style-type: none"> *Change to new flight of equal or lesser value: change fee waived, no residual value retained by customer *Change to new flight at higher price: change fee waived, customer pays fare difference, if any. *Cancel flight: cancel fee waived, customer retains the value of the ticket to be applied toward the purchase of a future ticket to be booked within 90 days of cancellation for travel available through the selling schedule. *For changed flights, travel must be completed by September 12, 2021 <p>All tickets are nonrefundable unless otherwise specified in the Contract of Carriage</p>	8-May-20	https://www.flyfrontier.com/travel/travel-info/new-change-policy/
GOL LINHAS AEREAS S.A	<p>Flight rescheduling between 03/28 and 05/31</p> <ul style="list-style-type: none"> *It can be rescheduled free of charge once, for any available period, maintaining the characteristic of the trip (domestic or international). <p>Flight rescheduling between 03/01 to 09/30, except in the period from 3/28 to 05/31 where there are additional flexibilities</p> <ul style="list-style-type: none"> *Change is allowed only once, maintaining the origin and destination, for any period available within the validity interval of the ticket. <p>Cancellation and credit between 03/01 to 09/30</p> <ul style="list-style-type: none"> *Credit validity: 12 months from the date of the flight. *Cancellation and refund between 01/03 to 30/09 *Refund fee : charged, if any *Repayment term: up to 12 months from the day of the request 	8-May-20	https://www.voegol.com.br/pt/informacoes/comunicado-coronavirus?br=banner1%3D&of=comunicado-coronavirus
HAWAIIAN AIRLINES, INC	Please reference link for updated cancellation information and waivers.	8-May-20	https://www.hawaiianairlines.com/our-services/products-and-programs/travel-agents/news
JETBLUE AIRWAYS	<p>Changel/cancel fees for customers traveling through January 4, 2021 are waived. Customer may rebook their flights through January 4, 2021 prior to departure of the original flight. Fare differences may apply. Original travel must be booked on or before May 31, 2020.</p>	8-May-20	https://www.jetblue.com/travel-alerts

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LATAM AIRLINES	Change the flight date at no additional cost (same destination and cabin class) without penalties or fare differences. The new flight must be completed no later than December 31, 2020. If traveler has a ticket to fly up to April 30, 2020 the ticket can be left open to reschedule to a future date not later than December 31, 2020. Origin and destination can be changed without penalty.	8-May-20	https://www.latam.com/en_us/experience/coronavirus/affected-flights/
SOUTHWEST AIRLINES	Cancellations can be made at least 10 minutes prior to departure, funds will be used to pay for a future nonrefundable ticket (Wanna GetAway fares) valid for a year from the date of purchase. Please reference link for travel funds expiration information.	8-May-20	https://www.southwest.com/Coronavirus/
SPIRIT AIRLINES	Spirit Airlines is waiving cancellation fees for travelers whose travel plans are impacted by COVID-19. Please access link to complete and submit information to receive a full purchase price reservation credit instantly.	8-May-20	https://www.spirit.com/notices
SUN COUNTRY AIRLINES	Change fees for qualifying itineraries are being waived for travel through June 30th.	8-May-20	https://www.suncountry.com/safety-updates
UNITED AIRLINES	Customers have until May 31st to make changes to, or cancel any travel booked through the end of the year without fees. This is in addition to existing waivers in place which allow customers to change or cancel plans for travel through May 31st. Travelers cancelling will retain the value of the ticket to be applied to a new ticket without a fee.	8-May-20	https://hub.united.com/united-coronavirus-covid19-safety-update-2645397564.html
WESTJET	All new flight bookings made between March 3, 2020 and May 31, 2020 will be allowed a one-time change fee waiver. One-time fee waiver is available for any itinerary change or cancellation made more than 24 hours from departure.	8-May-20	https://www.westjet.com/en-ca/travel-info/advisories

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APAC			
AIR CHINA, MULTIPLE BUSINESS	<p>All tickets with a ticket number beginning with "999" purchased before 0:00 AM on January 28, 2020 for Air China operated flights or CA-coded codeshare flights that have a travel date later than January 1, 2020 (inclusive) can be refunded free of charge within the validity period of one year as long as the refund is requested before the departure of the flight.</p> <p>(11May20 updated - Checking with airline if this policy still valid since this page can only be found in news archive on airline official website now)</p>	11-May-20	https://www.airchina.co.uk/GB/GB/promotion/refundguide?pid=TP_refundguide:20200205:KV:KRF:G:GB:EN
AIR INDIA	<p>Waive no-show charges for all 098 tickets for a flight operating between 22nd March 2020 to 17th May 2020. "As and when you finalise the date of your travel (up to 30th September 2020), you can reschedule your travel without paying any date change or sector change fee for your travel. Difference of fare applicable in case of non-availability of same RBD."</p>	11-May-20	http://www.airindia.in/images/pdf/Passenger-advisory-Waiver-No-24-dated-01st-May-2020-1-1-2-converted.pdf
AIR NEW ZEALAND	<p>For domestic flight - With departures from 1 April to 30 June 2020 regardless of ticketing date, "Option to hold in credit for rebooking before 30 Jun 2021. When rebooking change fees will be waived as per the Flexibility Policy, additional collection and tax difference applies. OR 1 change permitted with change fee waived, change permitted up to system range. Fare difference applies. Normal refund rules apply."</p> <p>For international flight - With departures from 1 April to 31 July 2020 regardless of ticketing date, "Option to hold in credit for rebooking before 30 Jun 2021. When rebooking change fees will be waived as per the Flexibility Policy, additional collection and tax difference applies. OR 1 change permitted with change fee waived, change permitted up to system range. No additional collection applies within the same cabin, same route on NZ operated flights, the correct booking class must be used for OAL sectors. Refund as per fare rules, all applicable refund penalties should be applied."</p> <p>For tickets with departures after 1 Jul (Domestic) or 1 August (International) 2020: Normal fare rules apply. Please refer to link for more details. <i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	11-May-20	https://www.airnzagent.co.nz/covid-19-coronavirus-flexibility-policy
ALL NIPPON AIRWAYS CO LTD	<p>For Japan domestic flight - For all Japan domestic flight tickets (including Japan domestic awards and domestic tours) departing from Friday, February 28, 2020 to Sunday, May 31, 2020 you can change your flights or request a refund.</p> <p>For international flights, customers with applicable tickets can request a refund with cancellation fees waived. Requests can be made up to 1 year and 30 days from the travel start date (or issuance date if prior to travel.) Applies to tickets number starts with 205 for itineraries to/from/via airports in Japan with tickets issued by May 8, 2020 and departures from February 26 up to June 30, 2020. Please refer to link for special notes about routes to and from China.</p> <p>"For tickets issued by travel agencies or other airlines, please contact the travel agency or airline from which you purchased the ticket."</p>	11-May-20	https://www.ana.co.jp/en/jp/notice/notice_009.html https://www.ana.co.jp/en/jp/topics/notice200123/
ASIANA AIRLINES	<p>For itineraries from/to countries with travel restrictions due to Corona19 departure before 30 June 2020, there is a waiver for refund penalty, extra paid seat refund penalty and reissue penalty (1st reissue penalty only). Schedule changes are only permitted within ticket validity and extra fare and/or taxes may apply.</p> <p>For US Departures to all Asian destinations until 30 April 2020, with ticketing date on or before 25 February 2020. There is a re-issue penalty waiver for first reissue. Difference in fare and tax will be collected. New outbound departure date must be on or before December 31, 2020. Ticket must be reissued within the ticket validity</p>	11-May-20	https://flyasiana.com/C/US/EN/customer/notice/detail?id=CM202002040001195374 https://flyasiana.com/C/US/EN/customer/notice/detail?id=CM202002270001198868

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	<p>Waiving reissue/refund penalties up to 2 times for all international routes with ticketing date March 10, 2020 - May 31, 2020 and departure date starting from March 10, 2020 (excludes mileage tickets). Changeable departure date is within the ticket validity period. Difference in fare and tax will be collected depending on date and route change. Local agent service fees may be applied for those tickets purchased through agencies.</p>		<p>https://flyasiana.com/C/ID/EN/customer/notice/detail?id=CM202003110001201697</p>
CATHAY PACIFIC AIRLINES	<p>Waiving cancellation fees for all destinations/ origins with ticket booked on/before 23 March 2020 and travel dates from 17 March 2020 until 30 June 2020. If you do not wish to cancel your flight, you can change your ticket or exchange it for Cathay Credits. If you need to alter your plans, please change or cancel your ticket before your departure date to avoid incurring a no-show fee.</p> <p>"If you don't know when you'll be able to fly, you can easily swap your ticket for Cathay Credits. Equal the value of your original ticket(s), Cathay Credits can be used to book a new trip when it best suits you. This is available for tickets issued on or before 23 March 2020, with an original travel period between 17 March and 30 June 2020. Once you've changed your ticket to Cathay Credits, you'll have until 31 December 2020 to redeem on a new booking. Travel must be completed before 30 June 2021."</p> <p>Free and unlimited changes to all new tickets issued between 9 March and 30 June 2020. Eligible for travel one year after the date of ticket issuance. Ticket change deadline is also one year after the date of ticket issuance.</p> <p>"For bookings made through a travel agent or third-party website, please contact them directly for changes."</p>	11-May-20	<p>https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/refunds.html</p> <p>https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/flight-credits.html</p> <p>https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/free-rebooking.html</p>
CHINA AIRLINES	<p>For tickets issued on / before 07MAY20, with origin travel date from 01JUN-30JUN20:</p> <p>a. For totally unused tickets: Full refund can be performed without imposing any refund charge/penalty.</p> <p>b. For partially used tickets: Refund charge can be waived.</p> <p>c. Chargeable seat and Prepaid excess baggage can be full refunded.</p> <p>Passengers holding "Making Changes as You Wish" Program tickets issued from March 14 to March 18, 2020, please contact your travel agency or CI/AE branch office for ticket change or refund.</p> <p>Please contact your travel agency or CI/AE branch office for ticket change or refund. Please refer to link for details.</p>	11-May-20	<p>https://www.china-airlines.com/uk/en/discover/news/travel-advisory?travelAlert=37984-7030</p>
CHINA EASTERN AIRLINES	<p>Due to the epidemic prevention and control, China Eastern Airlines has decided to reschedule some international flights from April 19, 2020 to May 2, 2020. Passengers can go through the refund procedure, free of charge, on the original channel of purchasing the ticket(s)during the valid period of the ticket(s). Passengers can get a refund with the ticket price for the untraveled part of the flight and the tax. Please visit the provided reference link for more details of the affected flights.</p>	11-May-20	<p>https://hk.ceair.com/newCMS/hk/en/content/en_News/TravelAlert/</p>
CHINA SOUTHERN AIRLINES	<p>For the purpose of resolutely preventing the high risk of imported COVID 19 cases, each China domestic airline can only operate one flight to any country, and there should be no more than one flight every week according to the Notice issued by the Civil Aviation Administration of China on March 26 on Further Reducing International Passenger Flights during the Epidemic.</p> <p>1) For flights that are cancelled, free refund is allowed within the validity period of tickets, if the bookings are cancelled before the departure of the flights.</p> <p>2) For flights that are on schedule, change fees or the fare difference between different sub-classes and between seasonality should be collected according to the fare loading.</p> <p>Please visit the reference link for more information about the affected flights.</p>	11-May-20	<p>https://www.csair.com/en/about/news/notice/2020/1e0pn9obs7ete.shtml</p> <p>https://www.csair.com/en/about/news/notice/2020/1e4eekcj76fl.shtml</p>

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EVA AIRWAYS CORPORATION	<p>Refund penalty will be waived for passengers holding eligible tickets with confirmed booking on EVA/UNI AIR international, cross-strait and Hong-Kong/Macao flights:</p> <p>A. (a) Original Ticket issued date : on/before 2020-05-07 , and (b) Current Ticketed Flight date : --Kunming, Huangshan, Xian, Taiyuan, Zhengzhou, Jinan, Shenyang, Guilin , Hohhot, Harbin: Between 2020-06-01 and 2020-10-24 --Italy: Between 2020-06-01 and 2021-01-31 --Phuket: Between 2020-06-01 and 2020-09-28 --Others: Between 2020-06-01 and 2020-06-30</p> <p>B. Regardless the ticket issuing date, for passenger's flight date between 2020-06-01 and 2020-06-30, who are not entitled to enter/transfer or required to isolate/quarantine based on each country's regulation for COVID-19 (related documents shall be attached).</p> <p>C. For eligible passengers encountered flight cancellation or schedule change with the flight date between 2020-06-01 and 2020-06-30 are also subject to this handling guideline regardless the ticket issuing date. The application must be submitted on/before 2020-07-07.</p> <p>For tickets purchased from travel agents, please contact your travel agent for refunds.</p>	11-May-20	https://www.evaair.com/en-global/about-eva-air/news/travel-news/ticket-affected-covid-19.html
INDIGO AIR	<p>In support of the government measures to eradicate COVID-19, all Indigo flights are suspended until 3rd May, 2020. And Indigo is protecting all PNRs in the form of a credit shell, valid for use within 1 year from date of issuance, for the same passenger/s. Travellers can view the same on the itinerary in the next 5-7 days. All new and existing bookings for travel up to 30th Sep'20--You can reschedule for any date of choice with NO change fee, however fare difference, if any, will be applicable.</p> <p>For Travel Agency Booking – To utilize credit shell customer has to contact the respective travel agency.</p>	11-May-20	https://www.goindigo.in/information/coronavirus-travel-restrictions.html
JAPAN AIRLINES	<p>For all Japan domestic tickets with departure date from 28 Feb 2020 to 31 May 2020 (including JAL award tickets and JAL tour tickets but excluding Japan domestic tickets purchased outside of Japan), we accept reservation change or refund. Changes/alternative flight can be booked on other JAL flight from original departure date + 180 days.</p> <p>For JAL international tickets issued by Japan Airlines starting with '131' on/before May 8, 2020 with departure date from 28 Feb 2020 to 30 Jun 2020, it is possible to make your request on/after May 8, 2020 for</p> <ol style="list-style-type: none"> 1) extend the ticket validity, or 2) change your flight once to a date on/until June 30, 2020 and on/between September 1, 2020 - March 31, 2021 (except for December 15, 2020 - January 15, 2021), or 3) refund regardless of ticket rules and conditions. <p>Please refer to link for more details</p> <p>"If your booking was made at travel agency, please contact your travel agency"</p>	11-May-20	<p>https://www.jal.co.jp/jp/en/info/2020/dom/200228/</p> <p>https://www.jal.co.jp/jp/en/info/2020/inter/200127_02/</p>

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KOREAN AIRWAYS CO LTD/SELCW	<p>1. Application : Korean Air International flights ticket</p> <p>2. Period : Travel date February 2, 2020 ~ June 30, 2020, Issued on/before April 1, 2020</p> <p>3. Applicable Charges</p> <p>Refund penalty Waiver</p> <p>Permission of date/itinerary change and waiver for 1st reissue penalty (any fare differences should be collected)</p> <p>- Allow date change within the ticket validity period</p> <p>- Only fully unused ticket can be rescheduled on/before February 28, 2021 regardless of ticket validity</p> <p>Waiver on fare difference</p> <p>a. If new travel date is on/before July 31, 2020</p> <ul style="list-style-type: none"> : Ticket must be completely unused : Fare differences will be waived as long as it is in the same cabin class and between the same cities (Tax/surcharge differences will be applied) <p>b. If new travel date is on/after August 1, 2020 to February 28, 2021</p> <ul style="list-style-type: none"> : Ticket must be completely unused : Fare differences will be waived as long as it is in the same booking class and between the same cities (Tax/surcharge differences will be applied) ※ The same booking class must be available at the change date <p>c. Special cases such as denied boarding passengers due to COVID-19 or required reissue for only partially unused ticket due to entry restrictions</p>	11-May-20	https://www.koreanair.com/global/en/about/news/travel_info/2020_01_WUH.html
MALAYSIAN AIRLINE SYSTEM BERHA	<p>Malaysia Airlines has enhanced its booking and travel flexibility to allow customers more control over their travel arrangements, in view of travel restrictions due to COVID-19.</p> <p>--Unlimited changes are permitted and all change fees will be waived. However, a fare difference will apply if the fare for your new travel date is higher than the original ticket fare purchased. Fares will be reassessed at the time of your rebooking.</p> <p>--In the event you opt to cancel your tickets, we will waive the cancellation fee for partially used and totally unused tickets. This applies for all type of tickets. A travel voucher will be issued for your next travel to be booked by 31 December 2020 and to be completed by 30 June 2021.</p> <p>* Applicable for both Malaysia Airlines operated flights and the airline's marketing flights.</p> <p>Note: For tickets purchased from Travel Agent or Online Travel Agent, please contact your local Travel Agencies for assistance.</p> <p>Please visit reference link for additional information.</p>	11-May-20	https://www.malaysiaairlines.com/hk/en/advisory/booking-and-travel-flexibility.html
PHILIPPINE AIRLINES	<p>If your flight is affected by cancellations or travel ban, you can:</p> <p>1)Convert to a Travel Voucher and get more value for your ticket. Equivalent to the unused ticket value PLUS an additional 10% of the unused base fare. Benefit is available only among passengers who have not made previous changes to their booking. Valid for 1 year for travel up to 12 months out.</p> <p>2)Rebook or Reroute your ticket. Unlimited (No rebooking fee)</p> <p>*For first rebooking: No fare difference (same cabin class, travel on or before November 30, 2020 or ticket validity, whichever comes first, with blackout dates for United States and Canada)</p> <p>*For succeeding rebookings: Fare difference, taxes, and no show fees may be collected (must be on the original booking class, travel within original ticket validity, request 24 hours before flight)</p> <p>Blackout dates for United States and Canada: Canada/United States to Manila: June 15, 2020 until July 31, 2020 Manila to Canada/United States: July 15, 2020 until September 15, 2020</p> <p>3)Refund your ticket without penalties.</p> <p>If your flight is on May 1, 2020 onwards, is issued on or before April 30, 2020 and is not affected by cancellations or travel ban, you can rebook or Reroute your ticket or convert to a Travel Voucher. Refund your ticket subject to fare rules. *Please visit reference link for additional information.</p>	11-May-20	https://www.philippineairlines.com/en/ph/home/covid-19/passengeroptions

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QANTAS AIRWAYS, LTD	<p>* If your flight has been cancelled : Please standby and wait to hear from us before changing your booking. We'll be contacting anyone whose flight has been impacted as soon as possible.</p> <p>* If your flight hasn't been cancelled : If you're due to travel on a Qantas flight before 30 September 2020, and wish to change your plans, you can cancel your booking and retain the full value as a flight credit. Flight credits can be used for bookings and travel until 31 December 2021. Just cancel your booking by 30 September 2020. When you're ready to rebook, you'll need to cover any change fee and any fare increase in your new booking.</p> <p>*If you're flying after 30 September 2020</p> <p>If your plans have changed or you no longer wish to travel, you can choose to change to a new date, or cancel your booking and use the value towards a future flight. Our standard fare rules apply, so you may be charged a change or cancellation fee.</p> <p>*Please visit reference link for additional information.</p> <p>**If your flights were booked through a travel agency, contact the company directly to make changes to your booking.</p>	11-May-20	https://www.qantas.com/au/en/travel-info/travel-updates/coronavirus.html
SINGAPORE AIRLINES LTD	<p>*For ticket with travel date on or before 30 June 2020, and issued on or before 15 March 2020, you can cancel your current booking and retain the full value of the unused portion of the ticket for future use in the form of flight credits(Eligible customers will also receive bonus flight credits). Alternatively you can refund your ticket with cancellation fee waived.</p> <p>If the ticket is issued after 15 March 2020, refunds will be in accordance with the ticket conditions.</p> <p>*For ticket with travel date on or before 30 June 2020, refunds will be in accordance with the ticket conditions.</p> <p>Please visit reference link for additional information.</p>	11-May-20	https://www.singaporeair.com/en_UK/sg/travel-info/precautionary-measures/
SRI LANKAN AIRLINES LTD	<p>This Waiver Policy applies to all passengers who have purchased their tickets (starting 603) on SriLankan Airlines on or before 30th April 2020 for travel commencing up to 31st December 2020.</p> <p>1)If you have booked to travel up to 31st December 2020, If you wish to date change but the flight is not cancelled;</p> <p>*The Airline shall permit changes (flight/date/routing) without charging any change fees for travel up to 31st December 2020</p> <p>*The passenger should bear the difference in the airfare or applicable taxes.</p> <p>*This is applicable on all tickets irrespective of the routing and place of issue.</p> <p>*Promotional restricted tickets are eligible for change upon payment of the relevant airfare difference.</p> <p>2)If you wish to refund, although the flight is not cancelled;</p> <p>Refund will be worked out based on the refund conditions on your ticket</p> <p>Applicable fare rules shall apply.</p> <p>3)If you wish to refund due to flight cancellations between 01st February and 31st May 2020;</p> <p>All refund charges and applicable penalties will be waived off.</p> <p>* Please visit reference link for additional information.</p> <p>**If you have booked through a Travel agent, you may contact your Travel agent for further assistance with your bookings.</p>	11-May-20	https://www.srilankan.com/en_uk/corporate/emergency-news-detail/505

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THAI AIRWAYS	<p>"In light of the current coronavirus outbreak worldwide and ever-increasing travel restrictions in place. Thai Airways International (THAI) has had to make a difficult and unprecedented decision to gradually and temporarily suspend operations."</p> <p>"If you have THAI ticket (ticket number starting with 217-) originally issued before 25 March 2020 for travel on THAI and/or THAI Smile flights (excluding group tickets), you have the following THREE options available to you."</p> <p>OPTION 1. Extend the validity of fully-unused ticket and rebook later (ticket number starting with 217-) - THAI will change the validity of your ticket to 31 December 2020. However, if you do not wish to rebook your flights by 31 December 2020, we will automatically extend the final validity date of the ticket to be 31 December 2021.</p> <p>OPTION 2. Travel Voucher for fully-unused tickets (ticket numbers starting with 217-)</p> <p>OPTION 3. Refund for partially-used tickets (ticket number starting with 217-) - If some sectors of on your ticket have been cancelled by THAI and/or THAI Smile, and you have already used part of your ticket, a refund amount will be calculated and settled by issuing office at least 180 days from the submission of your request.</p> <p>Please refer to link for more details.</p>	11-May-20	https://www.thairways.com/en/contact_us/thai_special_assistance_form.page
VIRGIN AUSTRALIA INTERNATIONAL AIRLINES	<p>"Virgin Australia Holdings Ltd entered into voluntary administration. We want to assure you that as a business we continue to operate a reduced domestic Australia schedule. During this time, automated GDS refunds will not be available for your clients however they may be requested via the BSP/ARC link where our commercial policy permits"</p> <p>Virgin Australia is providing flexibility to NEW 795 ticket issued between 11 April 2020 – 30 June 2020 .</p> <p>* Domestic Australia with travel dates 11 April 2020 – 30 September 2020: unlimited changes permitted with change fee waived; tickets reissued after 30 September 2020, a change fee will apply.</p> <p>* International with travel dates 11 April 2020 – 1 March 2021: Two free changes permitted with change fee waived; tickets reissued after 01 March 2021, a change fee will apply. Please visit reference link for additional information.</p> <p>For flight cancellations and travel between 10 March 2020 – 30 September 2020 due to COVID-19, change fee may be waived for domestic Australia, journeys DOM AU/INT, international to from USA. Applicable dates and terms differ from impacted cities, please refer to link for more details.</p>	11-May-20	https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#commercial-policies
VISTARA	<p>"If you were unable to make a change to your booking before your travel date or wish to make a change to your upcoming travel booking, please do not worry. Your PNR has been automatically extended till 31st December 2020 and remains valid in our system. The above extension of validity and flexibility is applicable if your ticket is issued on or before 14th April 2020 for travel commencing on or before 31st May 2020."</p> <p>"You may not wish to travel on the same domestic sector in the future. Therefore, in addition to opting for an alternate travel date, we are also offering you the flexibility to pick an alternate domestic sector, if you wish to. You can opt for the same till 31st December 2020, without any change fee. However, the fare differential, if any, will be applicable."</p> <p>"Flexibility to change the sector is only applicable to bookings made on our domestic sector. For bookings made on international sectors, only the flexibility to change the date is offered."</p> <p>Please visit reference link for additional information. For the bookings made through travel agents, please contact your travel agents helpdesk for this change.</p>	11-May-20	https://www.airvistara.com/th/coronavirus-update

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
Europe			
AEGEAN AIRLINES	<p>"All tickets that have been booked up until 09/04/2020 with original travel date between 01/04/2020 and 31/07/2020, can be rebooked online multiple times (through our website aegeanair.com & olympicair.com in the section My booking) with no rebooking fees and with no fare difference up until 10/05/2020, and new travel date from 01/08/2020 up until 27/03/2021.</p> <p>All tickets that have been booked after 09/04/2020 with no restriction on the travel date, or before 09/04/2020 with travel date on or after 01/08/2020, can be rebooked online (through our website aegeanair.com & olympicair.com in the section My booking) with no rebooking fees (possible fare difference applies) and new travel date up until 27/03/2021</p> <p>After 10/05/2020, one online rebooking with no rebooking fee is available. After this period fare rules apply to all other rebookings.</p> <p>To assist our passengers with cancelled flights to better adjust their travel plans, especially those who do not want to rebook for a future date at this time, we offer a credit voucher of equal value to the ticket purchased, valid for redemption on any future flight within the next 18 months. (via online form)"</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	11-May-20	https://en.aegeanair.com/aegean-announcement/
AER LINGUS	<p>"Options for your booking</p> <p>Cancelled flights If your flight is cancelled we will contact you directly. Visit the Manage Trip section to make sure your contact details are up to date.</p> <p>Changing your flights We know that there's a lot of uncertainty about travel right now and we understand your concerns. We're offering two options:</p> <p>1. Change your flight without a fee If you're scheduled to fly with us before 30 September 2020, you can change the date of your trip using the Manage Trip section. We've waived our change fees, but please note that a fare difference may apply.</p> <p>2. Apply for a voucher If you're scheduled to fly with us before 30 June 2020, you can apply for a voucher, plus an extra 10%. Apply for this by filling in your details on the voucher request form. We'll send you a voucher for the full value of your flight (including taxes and charges), plus an extra 10%. So if your flight cost at total of €200, we'll send you a €220 voucher. Terms and Conditions apply. See more details and FAQs on the voucher request page."</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	11-May-20	https://www.aerlingus.com/support/flight-disruption-information/

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AEROFLOT RUSSIAN AIRLINES	<p>Passengers holding tickets for cancelled Aeroflot flights, as well as passengers otherwise affected by restrictions imposed by their countries of departure, destination or transfer (e.g., bans on entry, exit or transit; threat of enforced quarantine; cancellation of visa-free entry; annulment of previously issued visas; etc.) and holding tickets for Aeroflot flights booked up to 31 May 2020, may:</p> <ul style="list-style-type: none"> — apply for an involuntary refund and receive a refund of the full ticket price at the original point of sale until 31 December 2020 (inclusive), regardless of the validity period of the ticket; — make a one-time change to the departure date to any date until 31 December 2020 (inclusive), while retaining the original point of departure, destination and service class, without incurring additional fees; — make a one-time change the route to any Aeroflot flight and/or departure date until 31 December 2020 (inclusive). No additional fee will be levied for rebooking, though other terms and conditions apply (e.g. additional payment for a more expensive fare). <p>Aeroflot to offer three-year vouchers and discounts to passengers unable to travel due to COVID-19</p> <p>30 April 2020, Moscow – Aeroflot today announces more details of the vouchers it will offer to passengers whose travel plans have been disrupted by the COVID-19 pandemic, whether due to their flight being cancelled or because they decided not to travel.</p> <p>The vouchers will cover the cost of the fare and will be valid for three years.</p> <p>Tickets for all domestic and international flights are eligible across fare classes. Non-refundable tickets for non-cancelled flights are eligible if the passenger informed the airline of their intention not to travel ahead of time.</p>	11-May-20	https://www.aeroflot.ru/gb-en/news/61706
AIR EUROPA	<p>Air Europa, following the health recommendations, offers more flexibility to its passengers whether or not your flights have been modified.</p> <p>If you plan to fly between March 5/20 and June 30/20 and your ticket was issued earlier on 21/04/20, we offer you the following:</p> <p>Change of date free of charge until 15/06/21, in the same cabin and with the exception of the following periods, from 18 December 2020 to 10 January 2021 and from 26 March to 11 April 2021, where you will only have to pay the difference in fare if the same fare is not available. If the same fare is available, no surcharge will be applied and your change will also be free of charge. Remember that you can make changes by contacting your point of sale or on our website.</p> <p>Change of route until 15/06/21 without penalty, paying a fare difference if any. Remember that you can make changes by contacting your point of sale or on our website.</p> <p>VOUCHER: If you do not know the date of travel, we offer you the possibility to save the amount of the ticket to use it as credit in a future purchase (valid for any destination operated by Air Europa or on the same route as the original ticket). This voucher must be used within one year of issue and to fly within 12 months of the issuance of the new reservation. You can request your voucher by completing the form below...</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	11-May-20	https://aireuropa.com/es/en/aea/comunicados.html

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
AIR FRANCE	<p>If you have purchased a ticket*before 21April2020 for a flight departing before 31 August 2020, you can postpone your departure date without any change fee, subject to the availability in the same travel cabin. Your new trip must begin no later than 30 November, 2020 included..</p> <p>If you wish to travel on or after 1 December 2020, you can also postpone your departure date without change fee. If the fare type mentioned in your ticket is not available, you may need to pay the fare difference.</p> <p>(*Except for group rates and allotments)</p> <p>YOU WANT TO CANCEL YOUR TRIP</p> <p>If you have purchased a ticket at a travel agency, for a flight departing before 03 July 2020 and you no longer wish to travel, please contact them for further information.</p> <p>If you purchased a ticket directly from our website or at an Air France agency for a flight departing before 3 July 2020 and you no longer wish to travel, you can request a travel voucher from the "My Bookings" section of our website or mobile application. This non-refundable voucher is valid for 1 year on all Air France, KLM, Delta Air Lines, Virgin Atlantic and Kenya Airways flights.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	11-May-20	https://www.airfrance.ie/IE/en/common/page_floctante/hp/news-air-traffic-air-france.htm
ALITALIA AIRLINES	<p>"Passengers who no longer wish to fly as per the schedule indicated on their ticket</p> <p>All passengers who purchased a ticket issued by 30 April for a flight departing from 23 February to 30 June can request the following by 31 August:</p> <p>To change your booking for another trip taking place by 31 March 2021 or within the period of validity of the ticket. A refund with a voucher of equal value to the ticket purchased, valid for one year, to fly to any destination offered by Alitalia.</p> <p>Passengers who have had their flight canceled</p> <p>All passengers in possession of an Alitalia (055) ticket whose flight has been canceled can request the following by 31 August:</p> <p>To change your booking for another trip taking place by 31 March 2021 or within the period of validity of the ticket. A voucher of equal value to the ticket purchased, valid for one year, to fly to any destination serviced by Alitalia. A refund of the price of the ticket or of the remaining value of the part of the trip which has not yet been completed"</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	11-May-20	https://www.alitalia.com/en_en/fly-alitalia/news-and-activities/news/info-flights.html
AUSTRIAN AIRLINES	See LUFTHANSA entry.	1-May-20	https://www.austrian.com/Info/Flightinformation/Travel%20Alerts.aspx
BRITISH AIRWAYS PLC	<p>If you are due to travel between now and 31 July 2020 you can claim a voucher to the value of your booking, valid for travel until 30 April 2022.</p> <p>Vouchers can be used as payment, or part payment, for a future booking. Your new trip booked with your voucher must be fully completed by 30 April 2022 (departure and return). You will receive your voucher by email within seven days of your application.</p> <p>IMPORTANT: Please do not amend your booking in Manage My Booking yourself - we will do this on your behalf.</p>	11-May-20	https://www.britishairways.com/en-gb/information/incident/coronavirus/latest-information?

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<p>If you need to change your booking: For bookings made from 3 March until 31 May 2020, with a departure date up to 31 December 2020, go to Manage My Booking to change your dates.</p> <p>We've waived our change booking fee so you will not be charged, although you will need to pay any difference in fare.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>		<p>or visit BA's trade site (sign in credentials needed): http://www.britishairways.com/trade/tradegateway.jsp/global/public/en_gb</p>
BRUSSELS AIRLINES	See LUFTHANSA entry.	1-May-20	https://www.brusselsairlines.com/en-uk/misc/AlertMessageDetail.aspx
EASYJET	<p>Due to the ongoing travel restrictions being implemented as a result of Covid-19, we understand the uncertainty many customers may be facing so should our customers wish to fly sooner or amend they can now transfer their flight to alternative dates and/or an alternative destination without a change fee. This applies to both existing and new bookings until further notice. Any difference in fare will still be chargeable.</p> <p>Customers can make changes to their booking online via the Manage Bookings section on easyJet.com.</p>	17-Apr-20	https://www.easyjet.com/en/policy/coronavirus
FINNAIR	<p>Homebound customer: Finnair operated and marketed flight on Finnair ticket Postpone the trip so that the return flight is latest November 30, 2020 Rebook into the same class as the original flight or lowest available ... same cabin Change of AY origin/destination for cancelled flight permitted within Finland. Extra ground expenses are not covered by Finnair. Partial or full refund OS AY POSTPONE OF TRAVEL DUE TO CORONA Separate 105-ticket in connection with cancelled flights also OK to refund</p> <p>Customers starting the journey [as above except...] Rerouting not permitted Change of destination not permitted OS AY POSTPONE OF TRAVEL DUE TO CORONA</p> <p>BOOK WITH CONFIDENCE - FLEXIBILITY TO RESERVATION CHANGES FOR FLIGHTS BOOKED BEFORE 30 APRIL [...] Customers can change their travel date flexibly without a change fee and travel until 30 November, 2020, if: Ticket is issued by 30 April 2020 * Original travel date is latest on 30 November 2020 * Finnair operated and marketed flight on Finnair ticket * Rebook into the same class as the original flight or lowest available in the same cabin * Ticket revalidation permitted * Change made by 30 November 2020 * Applies to all ticket types * OS AY CHANGE OF TRAVEL DUE TO CORONA must be added to all changed bookings.</p>	11-May-20	https://www.finnair.com/int/gb/easy
IBERIA AIRLINES	<p><i>(Text provided by Iberia / trade page)</i> "If you have an Iberia ticket for a flight between 1 March and 30 June, we offer you the opportunity to exchange it for a voucher worth the same amount to be used for a flight on a later date. The voucher will remain valid until 30 June 2021, and there are no restrictions regarding travel dates or destinations. You can even spend them on more than one flight. To request a voucher, please fill out and send us this online form. Advantages of the bonus : No waiting. As easy as you request it online. The bonus can be used one or more than once, until its amount is exhausted. It can be used whenever you want until June 30, 2021. The voucher is non-nominative. Choose who you are going to buy the ticket for.</p>	11-May-20	https://www.iberia.com/ie/latest-update-of-our-flights/#Ultima_hora_Coronavirus

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	<p>Valid for any direct flight or a connecting flight where at least one of the segments is operated by Iberia, Iberia Express or Iberia Regional Air Nostrum. To fly whenever you want until June 30, 2021.</p> <p>Changes of your ticket are also allowed for travel before 31 March 2021 with the following exceptions: 9-12 October; 4-9 December; 19 December-10 January; and 24-31 March 2021. To change your tickets, contact your travel agent or make your request through Manage my booking. We are now receiving a huge volume of calls, so please use the call center only to change flights due to take place within the next 24 hours. Thank you for your understanding."</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>		https://www.iberiagencias.com/iberiagencias/showContenido.do
JET2.COM AIRLINES	<p>If your flight has been canceled and you prefer not to fly and request other alternatives for exchange or refund, please do not hesitate to contact your travel agency or contact us through our usual customer service telephone numbers. In this case, please note that due to current circumstances, our call center may experience delays both in handling your call and in handling your refund."</p>	20-Apr-20	https://www.jet2.com/flights/incident
KLM - ROYAL DUTCH AIRLINES	<p>"Global Rebook Policy Coronavirus If you have booked a flight with a scheduled departure before or on 3 July 2020, please see below rebooking options we can offer you.</p> <ol style="list-style-type: none"> 1. Change your travel dates You may change your travel dates without having to pay the change fee. Until and including 30 November 2020, you can change your travel dates if the same travel class as mentioned on your original ticket is available. From 1 December 2020 onwards, you can change your travel dates if the same fare type as mentioned in your original ticket is available. If you change to a higher fare type, you may need to pay the fare difference. 2. Change your destination You may use the full value of your original tickets for new tickets on KLM, Air France, Delta Air Lines or Virgin Atlantic. You will not have to pay the change fee. 3. Request a voucher You can also choose to postpone your trip. In this case, we will provide you with a voucher that will be valid for 1 year and can be used on KLM, Air France, Delta, and Virgin Atlantic flights. This voucher will be non-refundable." <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p> 	11-May-20	https://www.klm.com/travel/gb_en/prepare_for_travel/up_to_date/flight_update/index.htm
LOGANAIR	<p>Travel between 4 May - 31 May If you have not received an email in relation to a booking you hold for travel before 31 May, your flight is scheduled as planned.</p> <p>If you are booked for travel before 31 May but no longer wish to travel, you may either: - Change your booking for travel until after 31 May - Place your booking temporarily 'on-hold' if you do not yet know when you wish travel</p> <p>If we have emailed you in relation to a change impacting your booking, your specific options are enclosed within the email</p>	16-Apr-20	https://www.loganair.co.uk/campaign/travel-before-31-may

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LOT Polish Airlines	<p>In order to meet our Passengers' expectations, as of March 6, 2020, LOT Polish Airlines offers a free of charge option to change the date of travel to all Passengers who purchased tickets for connections within the LOT Polish Airlines route network.</p> <p>The offer applies to all individual tickets purchased before August 31, 2020, valid for travel from April 12 to December 31, 2020. You now have the opportunity to change your departure date for any date before December, 31 2020 completely free of charge (the return date counts), provided that the new flight is on the same route and in the same booking class. If you choose a flight date on which the originally purchased fare is not available, you will have to cover the price difference between the currently available and original fares along with any difference in conditions.</p> <p>The Passenger may also suspend the purchased ticket and indicate a new travel date until August 31. Any fees for changing the booking are waived, and the free-of-charge change is also possible if the Passenger does not show up for the flight (no-show). However, only one free-of-charge change is possible.</p> <p>No change of route is possible.</p> <p>Any refunds may be granted only in accordance with the applicable fare conditions of the original ticket.</p> <p><i>Note: Website has different conditions for flights to/from USA and Canada. Varies by route, please check the link.</i></p>	11-May-20	<p>LOT POLISH AIRLINES / Please learn more about LOT flexible rebooking option by clicking the link: https://www.lot.com/gb/en/flexible-rebooking-options</p>
LUFTHANSA GERMAN AIRLINES	<p>"In view of the exceptional circumstances caused by the spread of the coronavirus we offer even greater flexibility for your travel plans.</p> <p>All fares and ticket prices can be rebooked for existing as well as new bookings on short, medium and long-haul routes until end of August. This also applies for cancelled flights."</p> <p>EXISTING BOOKING If you still want to travel, we ask you to always check the status of your flight and the current travel and entry restrictions of your final or transit destination before you start your journey. These might be subject to change on short notice. Latest entry restrictions can be found via the IATA Travel center website (no responsibility taken for correctness of information).</p> <p>In case your flight is cancelled, your Lufthansa ticket remains valid and can be used at a later stage. If you do need to fly in the coming days, please contact us to rebook your ticket. Please note that due to the current situation, the possibilities are limited due to a special flight schedule being in place</p> <p>NEW BOOKINGS For bookings made until 15 May 2020, the Lufthansa Group airlines waive the rebooking fees for all newly booked flights worldwide and offer a one-time rebooking free of charge – regardless of the conditions of the original fare purchased. Passengers can in future rebook to a new travel date until 30 April 2021 without rebooking fees. Rebooking must be done by 31 August 2020. If the original fare is no longer available, the corresponding difference must be paid. In addition, Lufthansa is offering a discount of 50* Euro for some rebookings with a new travel date within the year 2020."</p> <p>For further details, such as adding waiver codes, please via LH eXperts. Link further right.</p>	8-May-20	<p>https://www.lufthansa.com/xx/en/flight-information.html</p> <p>https://www.irreg.lufthansaexperts.com/en/home.html <i>(agent Lufthansa eXperts login required)</i></p>

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
SCANDINAVIAN AIRLINE SYSTEM	<p>"IF YOU DON'T WANT TO TRAVEL SAS are allowing any customer traveling up until the 31May 2020 to cancel their booking and receive a credit voucher in the value equivalent to their original booking.</p> <p>The voucher is valid for 1 year from the date of issue and can be used to book a new flight to any of our destinations or to buy travel extras. If you applied and received a voucher before April 22, the old limitation of 30 November will be removed, and your voucher will automatically have the new validity of 1 year. <i>(Note: This voucher scheme doesn't apply to travel agency bookings, please refer to MyTravelport article linked at start.)</i></p> <p>"CANCELLED FLIGHTS REFUND For cancelled flights you can apply for a refund, please use the refund form on our website." <i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p> <p>REBOOKING: SAS are offering new rebooking opportunities when you buy a new ticket between 5 March-15 May 2020 for travel until 15 May 2021 (included). The offer is valid on all SAS operated flights except for SAS charter flights.</p> <p>The rebooking fee will be removed. You may still pay the fare difference if the new ticket is more expensive than your original one. Rebooking must be made latest 30 November 2020.."</p>	11-May-20	<p>https://www.flysas.com/gb-en/traffic-information/message/</p> <p>or visit SAS trade site (user credentials needed): https://www.sassalesinfo.com/content/Login.html</p>
SWISS	See LUFTHANSA entry.	1-May-20	https://www.swiss.com/ch/en/various/Breaking-News
TAP PORTUGAL	<p>"Conditions for free change: Valid for tickets issued until May 15, 2020 with original travel date until September 30, 2020; Free change fee, but fare differential is charged when applicable; Discount applied in the amount of the tariff difference and / or fees; Discount price for medium-haul flights – 25 EUR/USD discount; Discount value for long-haul flights – 100 EUR/USD discount; Discount values are not cumulative; Discount amounts will be converted to the currency of payment; Discount value valid for Adult and Children tickets (over 2 years old); If the amount of the difference to be paid is less than the discount amount, it will not be possible to keep credit for the amount; Change must be made up to 24 hours before the departure of your first flight; One free change per reservation, subsequent changes are charged in accordance to fare rules;</p> <p>Change can be for dates and/or routes, in accordance to the fare rules – only date changes can be made through Manage Booking, for route changes you will need to contact the Contact Center; New travel date to depart until December 31, 2020; Valid only for reservations in which no flight has been flown; Valid for tickets issued on which no flight has yet taken place; The validity period of the ticket cannot be extended; New flight dates must be within the validity period of the ticket; Valid for Corporate tickets; Valid for award's tickets (paid with miles), change only can be done via the Contact Center.</p> <p>Note: Journeys starting from October 1, 2020 onwards are subject to the fare rules of the purchased ticket.</p>	11-May-20	https://www.flytap.com/en-pt/latest-updates

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<p>Conditions for the issuance of vouchers with additional 20% of the value Valid for tickets with original travel date until June 30, 2020; Valid for requests made from April 9 onwards; The issuance of the voucher for the total amount of the ticket is applicable to tickets where no route of the ticket has yet been used; Additional amount is calculated based on the original amount of the voucher. For example, if you were originally going to receive 100EUR the voucher will be issued in the total amount of 120EUR; Applicable to tickets paid with cash, including Corporate tickets; Additional value is not valid for tickets that have been paid for with vouchers." (Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</p>		
TAROM ROMANIAN AIR TRANSPORT	<p>Offer passengers the possibility to change their tickets on later travel dates or different TAROM destinations with no rebooking fee. Fare differences that may occur will be collected. This commercial facility applies for tickets with at least one travel date until May 31st, 2020 and offers passengers the possibility to decide on new travel dates/TAROM destinations within 12 months since the issuing date of their ticket.</p>	11-May-20	https://www.tarom.ro/en/news/flexibility-your-bookings
TURKISH AIRLINES	<p>We are applying Zero Change Fee and Change to Open Ticket policies for domestic and international flights, so that you can plan your travel with more flexibility, comfort and peace of mind. INTERNATIONAL Your purchase date: March 20, 2020 and before Your travel completion date on your existing ticket (completion date of the last flight on the ticket): Until December 31, 2020 (included) Your rights: Zero Change Fee or Change to Open Ticket Last date for your new flight: February 28, 2021 DOMESTIC Your purchase date: March 20, 2020 and before Your travel completion date on your existing ticket (completion date of the last flight on the ticket): Until December 31, 2020 (included) Your rights: Zero Change Fee or Change to Open Ticket Last date for your new flight: February 28, 2021</p>	11-May-20	https://www.turkishairlines.com/en-ie/zero-change-fee/
URAL AIRLINES	<p>"Option No. 1.1 (available at the place of purchase) Change the departure date to a later one, WITHOUT PENALTY AND SUPPLEMENT: for the departure period from today until 06/30/2020, or from 09/01/2020 to 12/20/2020 *. (*Subject to availability.) Change the departure date to a later one, WITHOUT PENALTY with surcharge to the available fare: for the departure period from 07/01/2020 to 08/31/2020 Option No. 1.2 (available at the place of purchase) Change the route with an extension to the tariff For flights to the CIS countries - it is possible to swap the departure and arrival points Option No. 1.3 (available at the place of purchase) Replace the passenger (full name) - together with a change in the departure date and / or direction. Option No. 1.4 is available through the application in the Feedback section (found on the Ural Airlines external link) Refund of the full amount for the ticket with Bonuses for issuing future flights to the personal account of the Wings program participant An application for your chosen option can also be left on the website in the Feedback section, the message must indicate the option chosen by the passenger." (Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</p>	11-May-20	https://new.uralairlines.ru/en/rules/aktualnaya-informatsiya-o-puteshestviyakh/

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
VIRGIN ATLANTIC AIRWAYS LTD	<p>CANCELLED FLIGHT If you booked direct and you're no longer able to fly due to travel restrictions related to Covid-19, you can</p> <ul style="list-style-type: none"> * Change your travel date * Reroute to or from another destination * Change it for an open ticket for when you're ready to rebook <p>There's no charge to change your flight. New flights will be subject to availability. Travel must be completed by 31 May 2022.</p> <p>CHANGES For customers that have a ticket originally issued on or before 19 March 2020 for original dates of travel up to and including 30 June 2020. Original travel dates: 1 March 2020 - 30 June 2020 Travel can be rebooked 13 March 2020 - 31 May 2022 Where rebooked travel occurs on/after 01 December 2020, change fee will be waived but fare difference will be charged.</p> <p>For customers that have a ticket originally issued between 20 March 2020 and 30 June 2020, for original dates of travel up to and including 31 December 2020 Issue date: Between on or after 20 March 2020 and on or before 30 June 2020 Original travel date: 12 March 2020 – 31 December 2020 Travel can be rebooked 12 March 2020 – 31 May 2022.</p>	11-May-20	https://flywith.virginatlantic.com/gb/en/news/coronavirus.html
VUELING AIRLINES	<p>For bookings with flights cancelled or rescheduled above 5hrs: -A date change to fly in the next two months from the date of the original flight FREE OF CHARGE. -A date change to any other date, name change and/or rerouting, reissuing in the next 18 months without penalty to fly until 30/06/2021 (fare difference may applies in this case).</p> <p>For new reservations (until 30th April) and existing bookings with flights until 31st May 2020: -A date change by reissuing before the 31st of December 2020 for any available flight.</p> <p>In all cases, COVID19 must be added in the endorsement box. Please review the link for additional information on Vueling's flexibility policies, terms and conditions for the affected bookings; as well as, for new bookings which have additional flexibility for changes.</p>	30-Apr-20	https://partners.vuelingnews.com/2020/03/04/vueling-flexibility-policy/?lang=en

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
MEA			
COMAIR PTY LTD	<p>"If your flight has been impacted by COVID-19, we've made it easier for you to rebook another flight with our flexible rebooking options which allow you to use the full unused value of your ticket towards another flight. This is valid for 12-months from your original date of departure. In addition to being able to rebook your flight, you'll have the flexibility to select an alternative destination i.e. route, should you wish. [...]</p> <p>Rebooking options available for bookings cancelled due to the lockdown. We have also extended these options for bookings made until 30 June 2020:</p> <p>#Change my flight*</p> <p>For bookings made after the 14 March 2020, you'll be able to change your flight online, via the manage my booking functionality on kulula.com and ba.com. For all other bookings, contact our Contact Centre once the lockdown is lifted.[...]</p> <p>#Hold my flight for future use*</p> <p>If you are not sure of when you want to fly* email the airline you are flying with once the lockdown is lifted and your flight will be put on hold.[...]</p> <p>* Change of Booking fees will be waived, however new flights may be subject to a difference in fare and taxes."</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	11-May-20	https://www.comair.co.za/coronavirus
DUBAI AVIATION CORPORATION	<p>"Cancellations:</p> <p>If your flight is cancelled, the following options are available to you:</p> <p>Refund</p> <ul style="list-style-type: none"> - You can request a refund to flydubai voucher. A flydubai voucher is valid for 12 months from the date it is issued. <p>Rebooking</p> <ul style="list-style-type: none"> - You can rebook, free of charge, to travel up to 60 days from your original date of travel. - If you choose to rebook more than 60 days from your original date of travel, any difference in fare will apply. <p>Change in travel plans:</p> <p>If you would like to change your travel plans, the following options are available to you:</p> <p>Refund</p> <ul style="list-style-type: none"> -You can request a refund to flydubai voucher and normal fare rules will apply. A flydubai voucher is valid for 12 months from the date it is issued. <p>Rebooking</p> <ul style="list-style-type: none"> -You can rebook without penalty to travel at a later date; any difference in fare will apply. Normal fare rules will apply to any changes made to your booking after 15 May 2020." <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p> 	11-May-20	https://www.flydubai.com/en/contact/operational-updates#update-on-coronavirus-covid

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
EGYPTAIR	<p>"-In case of customers who wish to change the dates of their international tickets issued on the suspended flights from March 19th 2020 till the end of the suspension period, change is permitted only once on the same itinerary (route) without additional fees once EGYPTAIR resumes its flights. Consequently, the tickets shall be considered as valid for one year starting from the new travel date. In the event that the customer wishes to make any more changes, the applicable rules and conditions shall be applied according to the change fees for every ticket separately.</p> <p>-In case of customers who wish to refund their tickets issued on the suspended international flights from March 19th, 2020 till the end of the suspension period, the ticket amount shall be refunded in the form of E-voucher except for some non-refundable taxes. This voucher can be used as air tickets for the passenger or any of his first-degree relatives. OR, customers can refund their tickets in cash or in the payment method used by the customer, after the resumption of EGYPTAIR flights any time within 3 years.</p> <p>- For new international travel tickets issued until 30/6/2020, these tickets shall be exempted from the change fees, while any other applicable fees shall be incurred at the time of the change."</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	11-May-20	https://www.egyptair.com/en/about-egyptair/news-and-press/Pages/EGYPTAIR%20Refund%20%20Change%20Reservation%20Policy.aspx
EMIRATES AIRLINES	<p>"We've now extended the validity of your existing ticket for up to 24 months so you can just call us to reschedule your flight whenever you're ready to fly with us again. These options are available for any tickets booked before 30 June 2020 for travel on or before 30 November 2020."</p> <p>Travelers can keep their ticket for up to two years, request a travel voucher or apply for a refund. The fare amount you paid for your original booking will be accepted for any flight to the same destination/region* at any time with no fees during this period.</p> <p>Tickets booked before June 30 for travel up to November 30 will be automatically extended for 760 days so passengers can rebook when they decide to travel.</p> <p>Travel vouchers valid for one year from the date of being issued can be extended for a second year.</p> <p>Those who have opted to keep their ticket or opted for a travel voucher can still apply for a refund if they are unable to travel, with no refund penalties</p> <p>*Emirates regions are: Africa; Australasia; Europe; Far East; Gulf, Middle East and Iran; Indian Ocean Islands; North America; South America; West Asia.</p> <p>If you booked your ticket through a travel agent, you can choose to keep your original ticket or request a refund, in accordance with our policy. Please contact your travel agent to arrange this.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	11-May-20	https://www.emirates.com/nl/english/help/keep-your-ticket/ https://www.emirates.com/nl/english/help/refund-request/

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ETHIOPIAN AIRLINES S.C.	<p>"Passengers whose travel date falls between 01 March- 30 June 2020 and tickets issued until May 31,2020 are eligible to:</p> <ul style="list-style-type: none"> -Keep their ticket for travel until December 31,2021 (there is no need to call or email us to change the ticket, we will keep the ticket as open status for travels until December 31,2021 so that you can rebook it whenever you decide to travel) -Request a travel voucher for trips up to one year ahead. <p>Terms and conditions:</p> <ul style="list-style-type: none"> - If there is a difference in the airfare or applicable taxes, due to the reissue/rerouting of the ticket, the additional amount will need to be collected. - It is also applicable to associated tickets for excess baggage, preferred seat and business class upgrade fees paid. - Reassigning of paid preferred seat will be done to the same seat or equivalent seat. If chosen seat or equivalent seat is not available, paid amount for the preferred seat will be refunded in the form of travel Voucher/credit note for future use. [...] <p>If you have booked your ticket through a travel agent, please contact your travel agent to amend your booking or exchange your ticket for a future travel.</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	11-May-20	https://www.ethiopianairlines.com/aa/en/breaking-news/updates-and-health-advisory-on-the-covid-19-virus
ETIHAD AIRLINES	<p>"Whilst our network is under continuous review, it remains on sale. All bookings made after 29 April 2020 for travel between 16 June and 31 August 2020, are fully flexible and refundable. [...] If you're scheduled to fly with us before 31 July 2020, we'll give you up to US \$400 and up to 5,000 Etihad Guest Miles when you save your trip for later. Or, you can change the date of your flight for free or request a refund if you're eligible.</p> <p>Booked with a travel agent? You'll need to speak to them to make changes to your booking, but all of our policies still apply. [...]</p> <p>Etihad Credit</p> <p>Make your next trip even more incredible with Etihad Credit. Use the value of your flight towards your next break and we'll reward you with up to US \$400 and up to 5,000 Etihad Guest Miles.</p> <p>Rebook before 31 July</p> <p>If you'd like to travel before 31 July 2020, you can change the date of your trip for free. You can even choose a different destination within the same region."</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	11-May-20	https://www.etihad.com/en-ae/travel-updates/covid-19 https://bit.ly/etihadpolicy
GULF AIR B.S.C.	<p>Passengers with tickets to/from destinations with reduced frequencies and temporarily suspended destinations.</p> <p>Due to the ongoing Covid-19 pandemic, Gulf Air allows you to make unlimited changes to the date of your flight without charging any change fees.</p> <ul style="list-style-type: none"> -All passengers, regardless of the ticket fare type and regardless of the date of travel -Difference in ticket fares may apply for the new departure date. Whilst Gulf Air will not apply any change fees, you will be required to pay the difference if the fare for the new departure date is higher than the fare previously booked. Gulf Air will not offer any refund if the fare for the new departure date is lower than the fare previously booked -If you have booked your ticket directly with us, you can change the date of your flight by visiting 'Manage My Booking' on our mobile app or on our website www.gulfair.com (for tickets issued on or after 10th March 2020), or by contacting the Gulf Air Contact Centre (for tickets issued before 10th March 2020). -If you have booked your ticket through a travel agent, you will need to contact them to make changes to your booking, subject to the above conditions. -If you do not wish to change your travel dates as set out above you can request a refund by contacting the Gulf Air Contact Centre. If you have booked your ticket through a travel agent, you will need to contact them to request a refund. <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	11-May-20	https://www.gulfair.com/covid19

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JAZEERA AIRWAYS	<p>"Are offering passengers additional flexibility when amending their bookings. For ticketing on/after 07 March 2020 and on/before 31 May 2020 for travel on/after 07 March 2020 and on/before 31 May 2020 waived cancellation and rebooking fees across the network." (Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</p>	11-May-20	https://www.jazeeraairways.com/en-kw/plan/book/travel-advisory
KENYA AIRWAYS	<p>Kenya Airways is offering a waiver on change fees on all fares excluding travel within Domestic Kenya ie: MBA/KIS. [...] This waiver will apply to:</p> <ul style="list-style-type: none"> -All fare types, including groups and conferences. -All Kenya Airways destinations (excluding travel within Domestic Kenya i.e.: MBA/KIS). -All points-of-sale -All travel up to 30th June 2020 <p>Ticket changes/Refunds must be completed by 31st May 2020.</p> <p>Future itinerary changes:</p> <ul style="list-style-type: none"> - Customers can change to a flight of equal or lesser value with no change fee. - If the new fare is of lesser value, there will be no refund or residual of the fare difference. - If the new ticket is a higher fare, the customer will only pay the fare difference. - A maximum of 2 changes are permitted free of charge.[...] <p>Open ticket option Guests who would like to leave their tickets open for a later travel date can do so until 31st May 2020. This applies to new tickets or existing issued for travel up to 30th June 2020. Guests can leave their tickets open until 31st May 2020 for any departure system range. The new departure will be free of charge for the same booking class and seasonality else fare differential and penalties will apply.</p> <p>Please note: No cash refunds allowed [...]</p> <p>-Your flight has been cancelled If your flight has been cancelled and you no longer want to travel, you can obtain a refund in form of a voucher(EMD) from your sales agent."</p> <p>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</p>	11-May-20	https://www.kenya-airways.com/Coronavirus-travel-updates/en/
KUWAIT AIRWAYS CORP	<p>"Customers on KAC cancelled flights between 22nd February – 31st May 2020, or on Specific Non-Operating flights in June - October 2020, are eligible for Refund /Re-issue /Re-routing without Penalty Charges (regard-less of the Ticket issuance date). ** For tickets outside of those dates not covered by this policy, normal fare rules apply for re-bookings or cancellations. Re-booking / Re-issue Penalty Policy for flight cancellation due to COVID-19 Situation:</p> <ul style="list-style-type: none"> • Refundable Tickets are permitted to Re-issue /Re-route without charging reissue /rerouting penalty fees. • Non-Refundable Tickets are permitted to Re-issue /Re-route without charging reissue /rerouting penalty fees • Outbound/Inbound travel to be completed by 31st May2021. • If partially flown ticket, the unused coupons may be flown maximum by 31st December 2020. • Any difference in Fare, Taxes, Surcharges will be applicable for above. • Companion Offer tickets are allowed to re-book/re-issue their Tickets for travel between 01 September 2020- 10 December 2020 without Reissue Penalty Fee. 	11-May-20	https://www.kuwaitairways.com/en/information/usefulinfo/Pages/Reissue-Refund-Policies.aspx

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	<p>Refund / Cancellation Penalty Policy for flight cancellation due to COVID-19 Situation:</p> <ul style="list-style-type: none"> • Refund on Fully unutilized tickets: Full Refund applicable without any refund penalty fees. • Refund on Partially utilized tickets: Refund permitted on the unused component of any tickets. • Non-Refundable Tickets from 01may20-31may20 & Non-Operating Flight Dates: No refund is permitted however ticket are permitted to be utilized with outbound/inbound travel completed by 31st May 2021." <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>		
MIDDLE EAST AIRLINES	"Under these exceptional circumstances, the company confirms that all valued passengers who wish to modify or cancel their bookings onboard MEA flights due to the actions taken, can reschedule/cancel their flights at no additional cost until April 30, 2020."	11-May-20	https://www.mea.com.lb/english/about-mea/news-and-press-releases/news-and-press-releases/important-announcement-to-our-valued-customers
OMAN AVIATIONCO S.A.O	"Starting 6 March, 2020, Oman Air has removed change fees for all tickets purchased from now through till 31 May, 2020. The waiver applies to all tickets, all fare types and all destinations – for travel through 31 October, 2020."	11-May-20	https://www.omanair.com/nl/en/about-us/press-releases/oman-air-offer-change-fee-waivers-light-coronavirus-outbreak
PAKISTAN INTERNATIONAL AIRLINE	<p>"Waiver of Change of Booking Fees Change of Booking fees on all international tickets to/from Pakistan have been waived till 25th May 2020.</p> <p>Terms & Conditions:</p> <ul style="list-style-type: none"> - Applicable on flights from 22nd April 2020 till 25th May 2020 that were/have been cancelled. - Applicable for those affected passengers whose travel period was from 16th March 2020 till 21st April 2020. - Any difference in fare as a result of the change in booking will not apply if the flight was cancelled. - Difference of fare will apply if passenger opts to change their booking voluntarily. - In case validity of any partially-used tickets is expiring, it may be extended for under one year from the initial date of travel. - Taxes or fees for any additional services will still apply." 	11-May-20	https://www.piac.com.pk/travel-updates-and-information
QATAR AIRWAYS	<p>"Flexibility to change your travel plans If you have already booked or planning to book for travel up to 30 September 2020, you can choose one of the following options*:</p> <ol style="list-style-type: none"> 1. Change your travel date free of charge 2. Exchange for a future travel voucher with 10% additional value. 3. Refund your ticket <p>*Terms and conditions apply.</p> <ul style="list-style-type: none"> - Valid for tickets issued on/before 30 September 2020. - Valid for travel on/before 30 September 2020. - Valid for any of Qatar Airways' fares only purchased either directly from Qatar Airways or through travel agents. - If you have booked your ticket through a travel agent, please contact your travel agent to amend your booking or exchange your ticket for a travel voucher. - If you have booked your ticket on qatarairways.com or through any of our offices, you can re-book or exchange your ticket for a travel voucher by calling any of our offices or our Contact Center. - Rebooking fees will be waived if reservations are amended at least 3 days prior to departure (for travel on/before 30 September 2020). <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	11-May-20	<p>https://www.qatarairways.com/en/travel-alerts/COVID-19-update.html</p> <p>https://www.qatarairways.com/en/travel-with-confidence.html</p>

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
ROYAL AIR MAROC	<p>"Below the updated provisions with the extension of eligibility for tickets issued during the month of May and the initial date of travel until August:</p> <ul style="list-style-type: none"> • Targeted passengers: tickets issued before 31th of May 2020, in all Royal Air Maroc network including canceled flights because of de COVID 19 authorities' restrictions. Domestic flights are not concerned (Prime-tickets included); • Travel date: before August 31th, 2020 inclusive; • Ticket Change: one change free of charge; • Conditions: change for the same destination and the same fare class; (Tariff difference applicable in case of unavailability of the initial fare class) • flight deadline: until October 31,2020 (return date can be extended beyond this deadline to keep the same duration of the trip); • Refund conditions: travel voucher valid for 12 months issued by our call center only (nonrefundable) • Fare conditions remain applicable <p>Ticket changes can be made at your travel agency or via our call center at the following address callcenter@royalairmaroc.com"</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	11-May-20	https://www.royalairmaroc.com/nl-en/information/delays-and-disruptions
ROYAL JORDANIAN AIRLINES	<p>"Passengers traveling from 16th of March till RJ resumes flights operation who booked or will book their ticket from 16th of March till 15th of June, 2020.</p> <ul style="list-style-type: none"> - Changing reservation is free of Charge (penalty waived), difference in fare to be collected if applicable. - Refundable tickets can be refunded with zero penalty fee, non-refundable tickets and taxes to remain non-refundable. [...] <p>RJ also offers the below for travel up to the 15th of June, 2020:</p> <ul style="list-style-type: none"> - RJ offers the option to keep the ticket value as credit to be used in the future as a voucher (Electronic Miscellaneous Document EMD), with the following benefits: <ol style="list-style-type: none"> 1. Voucher (EMD) validity will be for one year from the date of issuance. 2. The Voucher (EMD) can be used to any RJ route, and not limited to the originally booked ticket. <ul style="list-style-type: none"> - Passengers have the option to freeze their tickets up to one year (from day of issuance) if traveling on/before the 15th of June, 2020. [...] <p>For Tickets issued before 16th of March, 2020, following rules apply:</p> <ul style="list-style-type: none"> - First change reservation is free of charge and difference in fare to be collected. - Refund to be applied according to RJ's ticket terms and conditions. - Passengers have the option to freeze their tickets up to one year (from day of issuance) if traveling on/before 20th May 2020." <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p> 	11-May-20	https://rj.com/en/rj-policy-regarding-coronavirus
RWANDAIR EXPRESS	<p>"RwandAir has introduced a new booking policy to offer flexible future travel options for customers concerned about flying due to the coronavirus outbreak. It has waived all rebooking fees for all new flight bookings made between March 9 and April 30, 2020.</p> <p>The waiver applies to:</p> <ul style="list-style-type: none"> - All fare types, including groups - All RwandAir destinations - All points-of-sale <p>For tickets purchased before 9 March 2020 with travel between 31 January and 31 May 2020, passengers can rebook without any change or rebooking fees for up to one year from the date of issuance.</p> <p>To be eligible for RwandAir's new travel options, all ticket changes/refunds must be completed by April 30, 2020."</p>	11-May-20	https://www.rwandair.com/information/covid-19-corona-virus-updates-and-travel-guidelines-to-our-network/

Top 20 Airlines by Region

This is a summary view of policies that has been captured on airline websites on a periodic basis. The summary text does not represent the complete terms and conditions and is provided for informational purposes only and without guarantee of accuracy. Please click on the links in this document to see the most up to date and detailed airline policy changes. This information is also likely to change depending on rapidly-evolving circumstances.

Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
SAUDI ARABIAN AIRLINES	<p>"If your flight was cancelled due to COVID-19, you don't need to take any action. Your ticket will be available for one year* for use in the same cabin/class with no fare difference, even if used in a peak period. * The ticket is valid for one year considering only from the commencement of the specified date of travel ticket.</p> <p>If you have a confirmed reservation, you will be entitled to one of the following options:</p> <ul style="list-style-type: none"> - Cancel your reservation and use your ticket at a later time without fees, - Or waiver from re-booking fees for one time. <p>In addition, this waiver applies to all types vouchers for additional baggage, prepaid seats, promo upgrades, and onboard WiFi."</p> <p>SAUDIA to waive all tickets and EMDs restrictions on all domestic flight in the Kingdom of Saudi Arabia and for flights departing from/to Saudi Arabia.</p> <p>WAIVER DETAILS FOR UNACCOMPANIED MINORS TICKETS</p> <ul style="list-style-type: none"> - Waiver period: until further notice. - Refund without fees. - Applicable on all international and domestic flights for pre issued tickets valid for travel during suspension period. <p>WAIVER DETAILS FOR DOMESTIC AND INTERNATIONAL FLIGHTS</p> <ul style="list-style-type: none"> - Waiver period: All domestic and international flight tickets with confirmed bookings for future travel. - Cancel booking with the option to keep the passenger Ticket/EMD as credit valid to be used in the same route and class of service without any restrictions to the new date of travel and without collecting fees or fare difference*(The ticket is valid for one year considered only from the commencement of the specified date of travel ticket). <p>For domestic flights:</p> <ul style="list-style-type: none"> - Reroute to any other destination without fees* with the fare difference, if any, in addition to add VAT fees. - Ticket and EMD refund fees and restrictions apply. - Revalidation/Reissue/No-show/Go-show without fees* or fare difference* in the same class of service. - Re-associate all ancillary service EMD without fees* <p>For international flights:</p> <ul style="list-style-type: none"> - Changing the starting point or final destination to the nearest destination in the same area without fees or fare difference*. - Reroute to any other station without fees* with the fare difference, if any. - Refund ticket without fees (except for E3 security fees, non- refundable taxes, and airline fees). - Revalidation/Reissue/No-show/Go-show without fees* or fare difference*. - Refund/ Re-associate all ancillary service EMD without fees*. <p>* One time only.</p>	11-May-20	https://www.saudia.com/covid-19
SOUTH AFRICAN AIRWAYS	<p>"In response to the Government Travel ban aimed at stopping the transmission of the Coronavirus (Covid-19), South African Airways (SAA) has suspended International and Regional operations until 31 May 2020 and Domestic Operations until 16 April 2020. All Tickets issued on or before 25 March 2020 and new tickets issued up to 31 August 2020 will be eligible to be used as a Future Travel Credit up until 25 March 2022."</p> <p>Please reference links for additional information.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	11-May-20	https://bit.ly/2JmjP1C https://www.flysaa.com/flight-suspension-policy
TAAG-LINHAS AEREAS DE ANGOLA	<p>"- For trips scheduled between March 17th and April 30th, charges for any rescheduling penalties are exempted.</p> <p>- During this period, passengers can make changes/reschedules of their trips according to the availability of seats, ticket validity and length of stay. [...]</p> <p>- In the event of cancellations, TAAG will reimburse passengers for the full fare, including tickets purchased with miles."</p>	11-May-20	http://www.taag.com/en/Taag/News https://bit.ly/33IYmt8