

Top 20 Airlines by Region

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
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Find COVID-19 resources for travel agents here (log in to Travelport Support required):- <https://newmy.travelport.com/group/agency/resources-for-agents>

Find out how your agency can handle servicing of the changes across the Travelport systems here:- <https://newmy.travelport.com/group/agency/airline-policy-updates>

Americas

ABC AEROLINEAS S.A. DE C.V.	<p>According to the temporary suspension of international flights and frequency adjustments due to COVID-19, Interjet extends its flight change policy up to March 31st, 2021. Passengers with international and national flights with a code reservation or an Interjet E-TKT will, up to June 30th, 2020, be able to:</p> <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. *There are no restriction periods. Flights must be completed up until March 31st, 2021. 	19-Jun-20	https://www.interjet.com/en-us/information/important-notice
AEROLINEAS ARGENTINAS	Please reference link for specific Domestic, Regional and International cancellation and refund policies.	19-Jun-20	https://www.aerolineas.com.ar/es-bo/landingsespeciales/landings/791_informacion-importante-coronavirus?zrdct=true
AEROMEXICO	Please reference link for ticket changes for International, Domestic and country changes.	19-Jun-20	https://aeromexico.com/en-us/notifications-for-passengers
AEROVIAS DEL CONTINENTE AMER - AVIANCA	Change flights without penalty when flying before October 31, 2020, multiple changes without penalty or fare difference, regardless of the date of purchase or destination. Please reference link for traveler safety requirements.	19-Jun-20	https://www.avianca.com/us/en/about-us/news-center/avianca-news/protection-measures-for-passengers-covid19/
AIR CANADA AND AIR CANADA VACATIONS	A one-time change without a fee for all new or existing bookings can be made through June 30, 2020 for original travel between March 1, 2020 and June 30, 2021. You can convert your ticket to an Air Canada Travel Voucher that has no expiry date or to Aeroplan Miles with an additional 65% bonus miles.	19-Jun-20	https://www.aircanada.com/us/en/aco/home/book/travel-news-and-updates/2020/covid-19.html#/cancel-existing
AIR TRANSAT	<p>Book a flight to any destination or a South package between April 30 and June 30, and if your travel plans change, no worries, we will waive the change fees. You can reschedule your travel for any time within 12 months of your original return date.</p> <ul style="list-style-type: none"> *You can change your travel dates, hotel or destination—or all three! —at no charge up to 24 hours before departure. *Future travel credit is valid within 12 months of your original return date. *Flights in Eco Standard and Club Class: the standard cancellation terms and conditions of these fares will apply. *Flights in Eco Flex: no cancellation fee required. 	19-Jun-20	https://www.airtransat.com/en-US/book/book-with-peace-of-mind

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ALASKA AIRLINES	<p>Tickets Purchased On / Before February 27, 2020 - June 30, 2020 Original Travel Dates February 27, 2020 - May 31, 2021 New Travel Dates One year from the original travel date</p> <p>Exception Policy *Tickets must be changed or canceled prior to the departure of your original flight. If you purchase a Saver fare between February 27, 2020 and June 30, 2020, you may: *If you purchase a nonrefundable First Class, main, or award ticket between February 27, 2020 and June 30, 2020, you may: *Change your trip without a fee. A fare difference may apply to your new itinerary. *Cancel your trip without a fee and deposit the funds into My Account wallet or receive a credit certificate for future travel.</p>	19-Jun-20	https://www.alaskaair.com/content/advisories/travel-advisories
AMERICAN AIRLINES	Please refer to www.saleslink.aa.com (link referenced) for latest updates on change fee waivers.	19-Jun-20	https://saleslink.aa.com/en-US/index.html#/home
COPA AIRLINES	Copa Airlines is offering flexible travel plans via 3 different plans. Please reference link to view plans and make a selection.	19-Jun-20	https://www.copaair.com/en/web/guest/options
DELTA AIR LINES, INC.	Tickets originally purchased between March 1 and June 30, 2020, can be changed without a change fee or Award redeposit fee* for up to a year from the date you purchased it.	19-Jun-20	https://www.delta.com/us/en/travel-update-center/cancel-change-requirements
FRONTIER AIRLINES	<p>Book new flights and pay no change fees or receive a refund by buying a discount bundle the WORKS at initial booking. With the WORKS, the entire purchase is refundable (including the cost of the WORKS).</p> <p>Please reference http://www.flyfrontier.com/committed-to-you/ for traveler health and safety requirements.</p>	19-Jun-20	https://www.flyfrontier.com/travel/travel-info/new-change-policy/
GOL LINHAS AEREAS S.A	Please reference link for flight rescheduling, cancellations and credits based on original travel date.	19-Jun-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.	19-Jun-20	https://www.hawaiianairlines.com/legal/schedule-change-policy
JETBLUE AIRWAYS	<p>New flight bookings through June 30, fees will be waived if you change or cancel. If you choose to rebook, you can do so on any flight through the end of our schedule. Fare difference may apply.</p> <p>Policy Terms: Bookings must be made prior to June 30, 2020. Fare differences may apply. Eligible changes made will receive a JetBlue Travel Bank Credit in the amount of the flight fare plus any applicable taxes and fees, valid for 24 months from date of issuance toward future JetBlue air travel only. Rebookings are permitted during the corresponding booking window; after the corresponding booking window, only the first rebooking will be eligible under this policy, and will be subject to the fare rules and Contract of Carriage in effect at time of this rebooking.</p>	19-Jun-20	https://www.jetblue.com/travel-alerts

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LATAM AIRLINES	<p>TICKET CHANGE Change the date of your flight 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.</p> <p>CANCEL YOUR ITINERARY AND LEAVE YOUR TICKET OPEN TO RESCHEDULE LATER If you have a ticket to fly up to April 30, 2020 and you are unable or do not wish to travel, you can cancel your itinerary and leave the ticket open to reschedule to a future date not later than December 31, 2020.</p> <p>CHANGE ORIGIN/DESTINATION You can change the origin or destination of your ticket without penalty. Your new ticket will be valid until the expiration date of the former ticket. Fare difference might apply.</p> <p>TICKET REFUND / TRAVEL VOUCHER FOR CANCELLED OR RESCHEDULED FLIGHTS You can request a Travel Voucher worth the amount paid for your original ticket and valid for 12 months. Travel Voucher can be used to purchase a new ticket, pay for other LATAM Services or request a bank transfer.</p>	19-Jun-20	https://www.latam.com/en_us/experience/coronavirus/affected-flights/
SOUTHWEST AIRLINES	<p>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. Please reference link for Southwest Airlines health and safety information.</p>	19-Jun-20	https://www.southwest.com/Coronavirus/
SPIRIT AIRLINES	<p>Change and cancellation fees are being waived for guests who book travel by Tuesday, June 30th 2020. If you cancel your flight, you will receive a full purchase price reservation credit instantly.</p>	19-Jun-20	https://www.spirit.com/notices#TravelAdvisories
SUN COUNTRY AIRLINES	<p>Change fees are waived for qualifying itineraries for travel through June 30th. Guests canceling their flight will receive a flight credit to use toward future travel. Flight credits expire one year from the date the original itinerary was booked and can be used towards travel beyond the date of expiration.</p>	19-Jun-20	https://www.suncountry.com/safety-updates
UNITED AIRLINES	<p>Customers have until June 30 to make changes to, or cancel, any travel they have booked through the end of the year without fees. If you decide to cancel your flight, you can retain the value of your ticket to be applied to a new ticket without a fee. These electronic travel certificates are now valid for 24 months from the date they were issued. This includes all currently valid electronic certificates and all new ones issued on or after April 1, 2020.</p>	19-Jun-20	https://hub.united.com/united-coronavirus-covid19-safety-update-2645397564.html
WESTJET	<p>Flexible Change/Cancel Policy for New Bookings: If COVID-19 affects your travel plans you can adjust with the following flexible change/cancel policy: *All new flight bookings made between March 3, 2020 and June 30, 2020 will be allowed a one-time change fee waiver *The one-time fee waiver is available for any itinerary change or cancellation made more than 24 hours from departure</p>	19-Jun-20	https://www.westjet.com/en-ca/travel-info/advisories

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APAC			
AIR CHINA, MULTIPLE BUSINESS	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.	19-Jun-20	https://www.airchina.co.uk/GB/GB/promotion/refundguide?pid=TP_refundguide:20200205:KV:KRF:G:GB:EN
AIR INDIA	<p>For domestic and international travel: Passengers holding Air India Documents (098) and have/had their flights cancelled or were not allowed to travel on the flight, owing to changed entry restrictions due COVID-19 from 15 March 20 onwards till 24 Aug 2020 (domestic) / 31 July 2020 (international) can avail the following options:</p> <p>1) All tickets irrespective of their date of purchase will be considered valid till 31 December 2021 irrespective of their current validity and ticket type i.e. The Value of the ticket will be fully protected.</p> <p>2) One FREE Change (Date/Flight/Routing/Booking Code) will be allowed.</p> <p>Please refer to corresponding links for more conditions & terms.</p>	19-Jun-20	<p>http://www.airindia.in/images/pdf/Waiver-no-29-DOM-2020-dated-17-June-2020-Air-India-Domestic-tickets-converted-converted.pdf</p> <p>http://www.airindia.in/images/pdf/Waiver-no-30-INT-2020-dated-17-June-2020-Air-India-International-tickets-converted-converted.pdf</p>
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 August 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. Please note: For tickets between NZ-AU tickets must be reissued by 30 Jun 2020. All other international tickets must be reissued by 31 Aug 2020. 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 31 August (International) 2020: Normal fare rules apply. Please refer to link for more details. (Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</p>	19-Jun-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 Tuesday, Jun 30, 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 June 1, 2020 and departures from February 26 up to August 31, 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>	19-Jun-20	<p>https://www.ana.co.jp/en/jp/notice/notice_009.html</p> <p>https://www.ana.co.jp/en/jp/topics/notice200123/</p>

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ASIANA AIRLINES	<p>For itineraries from/to countries with travel restrictions due to Corona19 departure before 31 Aug 2020 and ticket issue date before 30 Jun 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>Waiving reissue/refund penalties up to 2 times for all international routes with ticketing date March 10, 2020 - June 30, 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>	19-Jun-20	<p>https://flyasiana.com/C/AU/EN/customer/notice/detail?id=CM202002040001195374</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 31 July 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 31 July 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>	19-Jun-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>*Eligibility: Passengers holding CI/AE valid tickets with confirmed travel date between 20JAN20-31AUG20, and are not entitled to enter/transfer, or required to isolate/quarantine, or are denied boarding due to fever symptom based on local government's policy on COVID-19.</p> <p>*Application Date: Must file applications on/before 31OCT20.</p> <p>*Rebooking/Reissue/Reroute:</p> <p>a. Tickets within validity can be revalidated with booking class/Carrier/city shown on tickets remain unchanged while rebooking on other date of CI/AE operating flights. Any fare/tax differences incurred by rebooking shall be waived once.</p> <p>b. Any fare/tax differences incurred by rebooking on different booking class /rerouting shall be paid by passengers and the reissue charge shall be waived once while rearrangement to other airlines are not permitted.</p> <p>c. Ticket issued on CI website please contact China Airlines branch office or Call Center to change booking.</p> <p>*Refund: Full refund for unused tickets without imposing any refund service charge or penalty. Payments of chargeable seats, pre-paid excess baggage can be full 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>	19-Jun-20	<p>https://www.china-airlines.com/tw/en/discover/news/travel-advisory?travelAlert=36257-7030</p>
CHINA EASTERN AIRLINES	<p>Due to the epidemic prevention and control, China Eastern Airlines and Shanghai Airlines will execute limited number of international flights per week till 30June. Please visit the provided reference link for more details of the affected flights.</p>	19-Jun-20	<p>https://hk.ceair.com/newCMS/hk/en/content/en/News/TravelAlert/202005/t20200521_14881.html</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>	19-Jun-20	<p>https://www.csair.com/en/about/news/notice/2020/1e0pn9obs7ete.shtml</p>

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	<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>		https://www.csair.com/en/about/news/notice/2020/1e4eekcj76lfl.shtml
EVA AIRWAYS CORPORATION	<p>Eligibility For passengers holding EVA(695)/UNI AIR(525) tickets with confirmed booking on BR/B7 international, cross-strait and Hong Kong/Macau flights -</p> <p>A(a) Original Ticket issued date : on/before 01JUN, 2020 and</p> <p>(b) Current Ticketed Flight date:</p> <p>*Kunming, Huangshan, Xian, Taiyuan, Zhengzhou, Jinan, Shenyang, Guilin , Hohhot, Harbin: Between 2020-06-01 and 2020-10-24</p> <p>*Italy: Between 2020-06-01 and 2021-01-31</p> <p>*Phuket: Between 2020-06-01 and 2020-09-28</p> <p>*Others: Between 2020-06-01 and 2020-08-31</p> <p>B. Regardless the ticket issuing date, for passenger's flight date between 01JUN, 2020 and 31AUG, 2020 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 of the flight date between 01JUN, 2020 and 31AUG, 2020 are also subject to this handling guideline regardless the ticket issuing date.</p> <p>For tickets purchased from travel agents, please contact your travel agent for refunds.</p> <p>Refund Policy:</p> <p>A. Refund fee of the tickets and/or ancillary services will be waived.</p> <p>B. For tickets purchased from travel agents, please contact your travel agent for refunds.</p> <p>C. No-show passengers will not be exempted from no-show fee.</p> <p>D. For those reissued tickets with change fee waived may also exempt from cancellation fee provided the new travel date on the reissued ticket as well as the refund application date meets the criteria of this handling guideline.</p> <p>Please visit the reference link for more information.</p>	19-Jun-20	https://www.evaair.com/en-global/about-eva-air/news/travel-news/ticket-affected-covid-19.html
INDIGO AIR	<p>For flights which have been cancelled, we have protected your booking amount in the form of a credit shell in your PNR, valid for 1 year from the date of issuance for the same passenger(s).</p> <p>Customers who have booked their travel through a travel agent/online portal are requested to connect with the travel agent directly to redeem the credit note.</p> <p>Please visit the reference link for more details about the credit shell utilization.</p>	19-Jun-20	https://www.goindigo.in/information/coronavirus-travel-restrictions.html
JAPAN AIRLINES	<p>JAL ends special handling for domestic tickets by June 30, 2020 departing flights in response to COVID-19 state of emergency lifted by government of Japan. For all domestic flights with departure till 30 June 2020, you can change to other flight within ticket validity, or original departure date + 180 days whichever comes later. For departure after 1 July 2020, in case of flight suspension, reduction of flight frequency, you can change to other flight within ticket validity, or original departure date + 30 days whichever comes later.</p> <p>For JAL international tickets issued by Japan Airlines starting with '131' on/before June 11, 2020 with departure date from 28 Feb 2020 to 31 Aug 2020, it is possible to make your request on/after June 11, 2020 for</p> <ol style="list-style-type: none"> 1) extend the ticket validity, or 2) change your flight once to a date on/before Mar 31, 2021 (excluding 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>	19-Jun-20	https://www.jal.co.jp/jp/en/info/2020/dom/200228/ https://www.jal.co.jp/jp/en/info/2020/inter/200127_02/

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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 ~ August 31, 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> <ul style="list-style-type: none"> - Allow date change within the ticket validity period - Only fully unused ticket can be rescheduled on/before February 28, 2021 regardless of ticket validity <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>	19-Jun-20	https://www.koreanair.com/global/en/about/news/travel_info/2020_03_covid/
MALAYSIAN AIRLINE SYSTEM BERHA	<p>In view of the impact of the COVID-19 pandemic, Malaysia Airlines has enhanced its booking and travel flexibility to offer customers more control over their travel arrangements. With this, tickets purchased on or before 30 June 2020 for travel this year, will now be valid for rebooking by 31 December 2020 and travel by 30 June 2021.</p> <p>Here are some important points to note, on our extended flexibility to your bookings/travel;</p> <ul style="list-style-type: none"> *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. *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. * Applicable for both Malaysia Airlines operated flights and the airline’s marketing flights. <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>	19-Jun-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 (from February 2 to June 30, 2020), you can:</p> <p>OPTION 1: Convert to a Travel Voucher and get more value for your ticket.</p> <p>OPTION 2: Rebook or Reroute your ticket-Unlimited (No rebooking fee)</p> <p>OPTION 3: Refund your ticket without penalties.</p> <p>If your flight is on June 01, 2020 onwards, is issued on or before April 30, 2020 and is not affected by cancellations or travel ban, we’re offering the following options if you wish to change your travel plans, you can:</p> <p>OPTION 1: Convert to a Travel Voucher and get equivalent to the unused ticket value.</p> <p>OPTION 2: Rebook or Reroute your ticket-One time free rebooking fee (fare difference, taxes, and no show fee may also be collected)</p> <p>OPTION 3: Refund your ticket subject to fare rules.</p> <p>*Please visit reference link for additional information.</p>	19-Jun-20	https://www.philippineairlines.com/en/ph/home/covid-19/passengeroptions

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QANTAS AIRWAYS, LTD	<p>If we've cancelled your Qantas flight, we'll rebook you on the next available flight to your booked destination (if possible), at no additional cost to you. Alternatively, you can choose a flight credit or a refund. You won't be charged any change or cancellation fees. We'll be contacting anyone whose flight has been impacted as soon as possible.</p> <p>-Bookings through travel agencies or third-party websites If your flights were booked through a travel agency or third-party website please contact these companies directly to discuss your options.</p> <p>-Bookings through the airlines directly If your flight hasn't been cancelled by us: Standard fare rules may apply and you may be charged a change or cancellation fee, and this is subject to the travel destinations, booking, travel and application submission date. Please visit reference link for additional information.</p>	19-Jun-20	https://www.qantas.com/au/en/travel-info/travel-updates/coronavirus/booking-changes-and-refunds.html?int_cam=au%3Acoronavirus%3Aarticle%3Aflights-booked-directly-with-us%3Aen%3Ann
SINGAPORE AIRLINES LTD	<p>If you do not wish to travel on your original booked dates, you may be eligible to retain the unused value of your ticket in the form of flight credits, plus enjoy bonus flight credits between SGD 75 and SGD 500 when you rebook. Alternatively, you may opt for a refund.</p> <p>To find out if you are covered under this travel waiver policy, check your scheduled departure date, followed by the date of issue of your Singapore Airlines or SilkAir ticket. You can find the date of issue on the e-ticket in your booking confirmation email.</p> <p>Please visit reference links for eligibility details and additional information.</p>	19-Jun-20	https://www.singaporeair.com/en_UK/sg/travel-info/precautionary-measures/ https://www.singaporeair.com/en_UK/sg/travel-info/precautionary-measures/covid-19-travel-waiver-policy/
SRI LANKAN AIRLINES LTD	<p>*If you wish to refund, although the flight is not cancelled: Refund will be worked out based on the refund conditions on your ticket Applicable fare rules shall apply.</p> <p>*If you wish to refund due to flight cancellations between 26th January and 31st August 2020: All refund charges and applicable penalties will be waived off. (Promotional restricted tickets are eligible for a refund) Alternatively, you can now exchange your ticket for a travel voucher valid for a period of one year from the date of issue and use it for your future travel with SriLankan Airlines.</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>	19-Jun-20	https://www.srilankan.com/en_uk/corporate/emergency-news-detail/505
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 31 May 2020 for travel on THAI and/or THAI Smile flights (excluding group tickets) where one of your flights in your ticket have been cancelled, you have the following 3 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 January 2021. However, if you do not wish to rebook your flights by 31 January 2021, 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</p> <p>Please refer to link for more details.</p>	19-Jun-20	https://www.thaiairways.com/en/contact_us/thai_special_assistance_form.page?

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
VIRGIN AUSTRALIA INTERNATIONAL AIRLINES	<p>Virgin Australia is providing flexibility to NEW 795 ticket issued between 21 April 2020 – 30 June 2020 (International) and 21 April 2020 – 30 September 2020 (Domestic).</p> <p>* Domestic Australia with travel dates 22 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 22 April 2020 – system range: 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 and travel between 01 October 2020 to system range (+331 days) where cancel / refunds are requested, change fee may be waived. Applicable dates and terms differ from impacted cities and POS, please refer to link for more details.</p>	19-Jun-20	https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#commercial-policies
VISTARA	<p>There are changes in the fare rules applicable to all bookings until further notice, as per the directive issued by the Govt. of India. Please refer to the reference link for different terms and fees for changes/ cancellation/ no show for Economy Class, Premium Economy and Business Class.</p>	19-Jun-20	https://www.airvistara.com/in/en/coronavirus-update

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
Europe			
<p>AEGEAN AIRLINES</p>	<p>I want to rebook my ticket, what is the policy?</p> <ol style="list-style-type: none"> 1. If you have booked a GoLight ticket before 18th of May and you haven't rebooked the ticket from 18/05 to 15/06, then you can rebook the date one time without rebooking fee (possible fare and tax difference applies). After that change, every additional change will be performed based on the fare regulations that you will find here. 2. If you have booked a GoLight ticket before 18th of May and you have rebooked within the period of 18th of May and up to 15th of June, then your ticket is under the Flex category, since it was the only available fare in economy class from 18/05 to 15/6) and that means unlimited ticket changes with no rebooking fees are allowed (possible fare and tax difference applies). 3. If you have booked a GoLight ticket after 15th of June, then ticket changes are allowed based on the fare regulations you will find here. 4. If you have booked a Flex or Business ticket then unlimited ticket changes with no rebooking fees are allowed (possible fare and tax difference applies). <p>All tickets, regardless the date of issuance of the ticket or the travel date, can be rebooked online (through our website aegeanair.com & olympicair.com in the section My booking) to any new travel date. If the ticket has been booked by a travel agent, you can rebook online through our website or you can contact the agency as well. <i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	<p>19-Jun-20</p>	<p>https://en.aegeanair.com/aegean-announcement/</p>
<p>AER LINGUS</p>	<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> <ol style="list-style-type: none"> 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. 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><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	<p>19-Jun-20</p>	<p>https://www.aerlingus.com/support/flight-disruption-information/</p>

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
AEROFLOT RUSSIAN AIRLINES	<p>3 June 2020, Moscow. — Aeroflot has cancelled fees for rebooking tickets for domestic flights booked between 2 June and 30 June 2020. Passengers holding tickets of all fare classes can change their travel dates at no additional cost.</p> <p>Changes will be made at no cost for both unused and partially used tickets if passengers apply to make a change at least 48 hours before departure.</p> <p>20 May 2020, Moscow – Aeroflot is offering customers who purchased tickets prior to 1 May 2020 additional options to rebook their travel. Passengers will be able to change the date and/or the destination of their tickets two times at no additional cost.</p> <p>To change bookings, passengers should contact Aeroflot’s call centre or the agency where they purchased the tickets by 31 December 2020.</p> <p>When rebooking for the first time for flights prior to 31 December 2020 with the same route and class of service, passengers will not even be charged for the difference in fare price, if there is one, and the ticket validity period will be extended to 30 April 2021, meaning passengers will have the option to further adjust their booking if necessary.</p>	19-Jun-20	https://www.aeroflot.ru/xx-en/news
	<p>In instances where the passenger rebooks for different dates, route and/or service class, the initial cost paid for the ticket will be accepted as payment for the new ticket and passengers will be asked to pay only the difference in fare price, if there is one.</p> <p>Furthermore, Aeroflot is offering passengers additional benefits when making new bookings. When a flight is cancelled, passengers are granted a one-time 15% discount from the existing fare applicable to a new ticket (excluding for premium tickets) and passengers holding Flex fare tickets will receive a one-time 25% discount. Discounts are non-combinable.</p> <p>In instances when the new ticket cost is lower than the total compensation, passengers will be issued a voucher for the difference usable with Aeroflot for a three-year period.</p> <p>The new options outlined above apply to passengers who purchased tickets prior to 1 May 2020, who can also rebook using special vouchers, as follows:</p> <p>for travel to/from China from 18 February inclusive; for travel to/from other international destinations from 5 March inclusive; for travel on domestic routes from 18 March inclusive (when the passenger cancels the booking in a timely manner).</p> <p>Standard fare rules apply to tickets purchased on or after 1 May 2020."</p>		

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
AIR EUROPA	<p>Exchange conditions for passengers with flights until 30/06/20 inclusive to/from any destination in the Air Europa network 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: Change free of charge until 30/06/21 (*)</p> <p>(*) Except for changes of route or if the date change is made from 18/12/20 to 10/01/21 or from 26/03/21 to 11/04/21. In both cases, the change will be made without penalty and you will only have to pay a fare difference if the original one is not available. If there is no difference, you will not have to pay anything for the change. Remember that you can make the changes by contacting your point of sale or on our website.</p> <p>Change conditions for passengers with cancelled flights from 01/07/20 If you are planning to fly from 01/07/20 and your flight has been modified, we offer you the following: Free date change until 30/06/21 in the same cabin</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	19-Jun-20	https://aireuropa.com/es/en/aea/comunicados.html
AIR FRANCE	<p>Update on 18 June 2020, 6:30 PM Paris local time</p> <p>TRAVEL WHEN YOU WANT, THE CHOICE IS YOURS WITH AIR FRANCE If you have purchased a ticket on or after 22 April 2020, you can change it at no extra cost regardless of the cabin/fare you have selected (Light, Standard or Flex) as long as the same cabin/fare is still available. A fare difference may Apply if the selected cabin/fare is no longer available. Please note that any other fare conditions attached to your ticket remain unchanged.</p> <p>YOU WANT TO POSTPONE YOUR TRIP If you have purchased a ticket* before 21 April 2020 included 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. Any changes to your flight must be made before its scheduled departure. 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 any change fee. If the fare type mentioned in your ticket is not available, you may need to pay the fare difference.</p>	19-Jun-20	https://www.airfrance.ie/IE/en/common/page_frottante/hp/news-air-traffic-air-france.htm
ALITALIA AIRLINES	<p>PASSENGERS WHO NO LONGER WANT TO FLY AS PER THE SCHEDULE INDICATED ON THE TICKET</p> <p>"All passengers who have purchased a ticket from 1 May to 30 June 2020 for flights until 30 June 2021 can apply, before the scheduled date of the trip or also after the flight departure date, if the booking was cancelled by the passenger before the departure (no-show not entitled to require rebooking), for:</p> <p>A change of booking (rebooking or rerouting), with possible fare repricing, to travel within 1 year from the original flight date</p> <p>A nominative voucher of equal value to the ticket purchased or its residual value, valid for one year, to fly to any destination offered by Alitalia. The voucher must be requested before the departure date of the flight that the passenger intends to renounce to.</p> <p>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, only if the refund is allowed by the fare rules of the ticket purchased.</p>	19-Jun-20	https://www.alitalia.com/en_en/fly-alitalia/news-and-activities/news/info-flights/changing-travel-plans.html

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<p>All passengers who have purchased a ticket by 30 April 2020 on international markets (except Brazil), for flights from 11 March to 30 September 2020, can apply, before the scheduled date of the trip or also after the flight departure date, if the booking was cancelled by the passenger before the departure (no-show not entitled to require rebooking), for:</p> <p>A change of booking (rebooking or rerouting), with possible fare repricing, to travel within 1 year from the original flight date</p> <p>A nominative voucher of equal value to the ticket purchased or its residual value, valid for one year, to fly to any destination offered by Alitalia. The voucher must be requested before the departure date of the flight that the passenger intends to renounce to.</p> <p>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, only if the refund is allowed by the fare rules of the ticket purchased.</p>		
	<p>PASSENGERS WHO HAD THEIR FLIGHT CANCELED</p> <p>All passengers who have purchased, on international markets (except Brazil) within 30 September, for trips between 11 March and 30 September, an Alitalia (055) ticket whose flight has been canceled, can request the following:</p> <ul style="list-style-type: none"> * A change of booking (without fare repricing) to travel within the 7 previous or following days from the date of the canceled flight, or change of booking (with possible fare repricing) to travel within 1 year from the canceled flight date. * A voucher, valid for one year from its issue date, for an amount equal to the value of the ticket purchased or its residual value, increased of a fixed amount * (15€ if the canceled flight was domestic or international, 60€ if the canceled flight was intercontinental), to fly to any destination served by Alitalia. The voucher can be claimed within 31 December 2020. The offer for an increased voucher is not applicable to tickets purchased in Italy * 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. (For Alitalia (055) tickets purchased in Italy with travel dates from March 11th to September 30th 2020, the refund is only allowed according to fare rules of the ticket.) <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>		
AUSTRIAN AIRLINES	See LUFTHANSA entry.	19-Jun-20	https://www.austrian.com/Info/Flightinformation/Travel%20Alerts.aspx
BRITISH AIRWAYS PLC	<p>Need to cancel your booking?</p> <p>If you are due to travel between now and 31 August 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>	19-Jun-20	https://www.britishairways.com/en-gb/information/incident/coronavirus/latest-information?
	<p>If you want to change the dates of your booking</p> <p>For bookings made from 3 March until 31 August 2020 on journeys that are due to have been completed by 30 April 2021, 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.	19-Jun-20	https://www.brusselsairlines.com/en-uk/misc/AlertMessageDetail.aspx

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EASYJET	<p>Resumption of easyJet flights from 22 European Airports, as of June 15th 2020.</p> <p>A new range of additional measures will be in place, in consultation with ICAO and EASA, to ensure safety and wellbeing of all customers and crew. These include enhanced aircraft disinfection; customers, cabin and ground crew will be required to wear masks and initially, our Bistro & Boutique service will not be available.</p> <p>-----</p> <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>	26-May-20	https://www.easyjet.com/en/policy/coronavirus
FINNAIR	<p>IF A FLIGHT ON/AFTER 1st JULY IS CANCELLED (updated 20 May) Customers can change their travel dates until 31 May 2021 without a change fee. The following policy applies:</p> <ul style="list-style-type: none"> - Finnair operated and marketed flight - Rebooking into the same booking class as the original flight or lowest available in the same cabin - Applies to all ticket types (Light, Classic, Flex etc.) - No additional PNR elements (eg. OS AY CORONA element) are needed for tickets issued for these changes. - Purchased travel extras can be moved to new flights <p>IF A FLIGHT AFTER 1st JULY IS OPERATING (update 10Jun: booking/ticketing extended until 31 August) For bookings made between 1st April - 31st of August 2020, customers can change their travel dates until 31 May 2021 without a change fee. The following policy applies:</p> <ul style="list-style-type: none"> - Ticket issued between 1st April - 31st of August, 2020 - Finnair operated and marketed flight - No additional collection in same booking class. In case of higher booking class, additional collection shall be collected - Change must be made latest 7 days before departure, if change is made less than 7 days before departure the change conditions follow the original ticket rules. - Travel within original ticket validity - Applies to all ticket types (Light, Classic, Flex etc.) 	19-Jun-20	https://www.finnair.com/int/gb/information-services/flights/news?ITEM_ID=508#NEWS_Guidelines%20for%20flights%20between%201%20July%202020%20-%2031%20March%202021
IBERIA AIRLINES	<p><i>(Text provided by Iberia / trade page)</i></p> <p>"If you have an Iberia ticket purchased before 28 May for a flight between 28 may and 31 August, 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.</p> <p>The voucher will remain valid until 31 December 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 through Manage my booking.</p>	17-Jun-20	https://www.iberia.com/ie/latest-update-of-our-flights/#Ultima_hora_Coronavirus

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	<p>"If you have an Iberia ticket purchased before 28 May for a flight between 28 May and 31 August, 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.</p> <p>The voucher will remain valid until 31 December 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 through"</p> <p>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</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>Last updated: Wednesday 17 June 2020, 16:00 / 4:00 PM (CET)</p> <p>Flight cancelled by the airline 1. Rebook your flight Change your travel dates You may change your travel dates without having to pay the change fee. Is your new travel date before or on 30 November 2020? You can change your travel dates if the same travel class (either Economy Class or Business Class) as mentioned on your original ticket is available. If your new travel date is on or after 1 December 2020, you can change your travel dates if the same booking class as mentioned in your original ticket is available. If you change to a different booking class, you may need to pay the fare difference. Change your destination You may use the full value of your original tickets for new tickets on KLM, Air France, Delta Air Lines, Virgin Atlantic, and Kenya Airways. You will not have to pay the change fee.</p>	19-Jun-20	https://www.klm.com/travel/gb_en/prepare_for_travel/up_to_date/flight_update/index.htm
	<p>Is your flight not cancelled, but have you decided to postpone your trip?</p> <p>Flight booked before or on 21 April 2020 and with a scheduled departure before or on 31 August 2020 - Rebook your flight / Change your travel dates You may change your travel dates without having to pay the change fee. Is your new travel date before or on 30 November 2020? You can change your travel dates if the same travel class (either Economy Class or Business Class) as mentioned on your original ticket is available. If your new travel date is on or after 1 December 2020, you can change your travel dates if the same booking class as mentioned in your original ticket is available. If you change to a different booking class, you may need to pay the fare difference.</p> <p>Flight booked before or on 21 April 2020 and with a scheduled departure after 31 August 2020 If you prefer to postpone your trip, please check your ticket conditions to see if you can rebook your flight or if you're entitled to a refund. You can find these conditions in the confirmation e-mail you received after booking your flight.</p> <p>Flight booked on or after 22 April 2020 - Rebook your flight / Change your travel dates You may change your travel dates without having to pay the change fee, as described in your ticket conditions. You can change your travel dates if the same booking class is available. If you change to a different booking class, you'll need to pay the fare difference. Change your destination - You may use the full value of your original tickets for new tickets on KLM, Air France, Delta Air Lines, Virgin Atlantic, and Kenya Airways flights. You will not have to pay the change fee.</p>		

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
LOGANAIR	<p>"If your flight has not been affected and is still scheduled to operate you are not entitled to a refund. However, customers with bookings for June and July may place their booking on hold or change your booking to an alternative date or destination, provided this done by 21 June.</p> <p>Please be advised that in some cases a fare difference may apply and incur extra cost.</p> <p>To place your booking on hold complete our online form. To amend your booking use the online Manage Booking option – change fees are waived.</p> <p>Important: Amendment to our Covid-19 Flex Policy from 21 June Customers who no longer wish to travel in the months of June and July must either confirm their new travel dates via Manage my Booking or place their booking on-hold by Sunday 21 June.</p> <p>For changes to flights in June and July beyond this date, our standard fare rules will apply which may incur both change fees and a fare difference for any changes. As most summer events have been cancelled, it is expected that customers will now have made a decision on their intentions to travel for the months of June and July. This policy will allow us to provide much-needed certainty around our flight times for customers who have essential travel plans during this period. Some ticket types may have more flexibility, depending on the one which you have booked.</p> <p>Bookings for travel from August onwards We will provide updates as events unfold. If you wish to make a new booking but want extra flexibility to make changes at a later date, you can choose either our Flex Flex or Fly Flex + fare depending on how much extra flexibility you require."</p>	7-Jun-20	https://www.loganair.co.uk/campaign/travel-before-31-may
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 March, 31 2021 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>	19-Jun-20	LOT POLISH AIRLINES / Please learn more about LOT flexible rebooking option by clicking the link: https://www.lot.com/gb/en/flexible-rebooking-options

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
LUFTHANSA GERMAN AIRLINES	<p>I have a booking (booked until 15 May) – I would like to postpone my travel plans If you hold a ticket for a cancelled or an existing Lufthansa Group flight, you can keep the ticket without having to commit to a new flight date right away. Existing bookings will initially be cancelled, but the ticket and ticket value remain unchanged.</p> <p>For tickets booked up to and including 15 May 2020 the following applies:</p> <p>If your flight has been cancelled: You can rebook free of charge to an alternative flight to the same destination and within the same travel class. Your ticket will remain valid and you can use it towards a future flight.</p> <p>If your flight is not cancelled: You can rebook your flight once free of charge, regardless of the terms and conditions of the originally purchased ticket. Start of travel must be latest by 31 December 2021 and the rebooking has to be done before the original start of travel.</p> <p>Both cases: If you decide on a new flight until 31 August 2020 and your travel starts latest until 31 December 2020 you will receive an additional 50€ discount* on the ticket price. Should the rebooked fare be more expensive due to a change of destination (e.g. rebooking from short-haul to long-haul), change of travel class or similar, additional payment may be necessary despite the discount.</p>	19-Jun-20	https://www.lufthansa.com/xx/en/extended-rebooking-options
	<p>I have a booking (booked between 16 May and 30 June) – I prefer to postpone my travel plans For tickets booked between 16 May and 30 June 2020 and a confirmed travel date on/before 30 April 2021 the following applies:</p> <p>If your flight has been cancelled, you have the following choices: You can rebook free of charge to an alternative flight to the same destination and within the same travel class. Your ticket will remain valid and you can use it towards a future flight. Latest start of travel is 31 December 2021. If you would like to choose this option, please get in touch with us, latest by 31 January 2021. You can also change your destination and your travel class. Please note, that in these cases, an additional payment might be necessary, e.g. if you change to a higher travel class.</p> <p>Your flight is not cancelled: If you book until 30 June 2020 for travel on/ before 30 April 2021 Lufthansa Group Airlines will waive the rebooking fee. You are able to rebook all newly purchased tickets worldwide free of charge once, regardless of the terms of condition of the purchased fare. Start of travel must be until 31 December 2021. The rebooking must be done before the original start of travel. If the original fare is not available anymore, the fare difference must be paid.</p> <p>All rebooking can be done through our Service Center or via your (online) travel agency.</p>		https://www.irreg.lufthansaexperts.com/en/home.html (agent Lufthansa eXperts login required)
	<p>NEW BOOKINGS For bookings made until 30 June 2020 and travel on/before 30 April 2021, 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 31 December 2021 without rebooking fees. Rebooking must be done by 31 January 2021. If the original fare is no longer available, the corresponding difference must be paid.</p> <p><i>For further details, such as adding waiver codes, please via LH eXperts. Link further right.</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" (Updated 09JUN20) We are offering rebooking opportunities for all existing bookings purchased before 4 March 2020 via SAS Website, SAS App or SAS Customer Service. The offer is available until 7 days before outbound departure.</p> <p>All routes except Norway Domestic: If you've booked a trip with departure scheduled before 17 August 2020, you can rebook your flight without having to pay a rebooking fee. If you opt to rebook, you can choose a new travel date up to 16 August 2021. Please note, however, that if you change to a higher fare type, you may need to pay the difference.</p> <p>Norway Domestic: If you've booked a trip within Norway Domestic with departure scheduled before 15 July 2020, you can rebook your flight without having to pay a rebooking fee. If you opt to rebook, you can choose a new travel date up to 16 August 2021. Please note, however, that if you change to a higher fare type, you may need to pay the difference.</p> <p>The rebooking is only valid to and from the same destination as your original one.</p>	19-Jun-20	<p>https://www.flysas.com/gb-en/traffic-information/message/</p>
	<p>IF YOU WANT TO TRAVEL (Updated 10JUN20) We are offering rebooking opportunities when you buy a new ticket between 5 March – 30 June 2020 for travel by 16 August 2021. The offer is valid on all SAS operated flights except for SAS charter flights.</p> <p>The rebooking fee will be removed for rebooking during this period. You still have to pay the fare difference if the new ticket is more expensive than your original one. Rebooking must be made by 30 November 2020.</p>		<p>or visit SAS trade site (user credentials needed): https://www.sassalesinfo.com/content/Login.htm</p> <p style="text-align: center;">↓</p>
SWISS	See LUFTHANSA entry.	19-Jun-20	https://www.swiss.com/ch/EN/various/faq-rebooking-coronavirus
TAP PORTUGAL	<p>Rescheduling is even easier and we have even extended the eligibility, so if your first flight was until September 30, 2020, and as long as the ticket was issued by May 15, you can do a free change and benefit from an additional discount of 25EUR/USD or 100EUR/USD to use on the fare difference.</p> <p>There is also the alternative of opting for a refund through a voucher, where we are offering an additional 20% to the amount of the voucher, this is valid for journeys that have their first flight until August 31, 2020.</p>	19-Jun-20	https://www.flytap.com/en-pt/special-conditions
	<p>Conditions for free change and additional discount 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>		

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<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;</p> <p>New travel date: For partially used tickets, the new travel date must be before December 31, 2020 or within the validity of the ticket and for tickets that are entirely unused, the new travel date must be before February 28, 2021;</p> <p>Valid only for reservations in which no flight has been flown;</p> <p>Valid for tickets issued on which no flight has yet taken place;</p> <p>The validity period of the ticket cannot be extended;</p> <p>New flight dates must be within the validity period of the ticket;</p> <p>Valid for Corporate tickets;</p> <p>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>		
TAROM ROMANIAN AIR TRANSPORT	<p>"...We offer the possibility to change their tickets on later travel dates or different TAROM destinations with no rebooking fee. This new policy enables TAROM customers to plan their travel with the ease of mind that regardless of the restrictions of the fare paid they have the option to change their bookings free of charge, subject to the availability of their initial fare on the new dates. Fare differences that may occur will be collected.</p> <p>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>	19-Jun-20	https://www.tarom.ro/en/news/flexibility-your-bookings
TURKISH AIRLINES	<p>new 08Jun20: see web link for details on additional 'HES' code required to travel.</p> <p>---</p> <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.</p> <p>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: December 31, 2021</p> <p>DOMESTIC Your purchase date: March 19, 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: December 31, 2021</p> <p><i>See website for full Terms and Conditions</i></p>	19-Jun-20	https://www.turkishairlines.com/en-ie/zero-change-fee/
URAL AIRLINES	<p>Information for passengers of canceled flights (purchased before 05/15/2020) (Options available at the place of purchase)</p> <p>Option No. 1.1: Change the departure date to an earlier / later one, WITHOUT PENALTY AND SUPPLEMENT: for the departure period from today until 12/20/2020 * Subject to availability</p> <p>Option No. 1.2: 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.</p> <p>Option No. 1.3: Replace a passenger (full name) - together with a change in the departure date and / or direction.</p>	19-Jun-20	https://www.uralairlines.ru/en/covid_19/

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<p>Plans have changed (non-refundable fares), but your flight has not been canceled (purchased before 05/15/2020)</p> <p>Option No. 2.1 (available at the place of purchase) ** Change the departure date to a later one, with a fine for reissuing 1,000 rubles for one-way transportation for the departure period from today until 06/30/2020, or from 01/01/2020 to 12/20/2020 *.</p> <p>Change the departure date to a later one, with a fine for reissuing 1,000 rubles for one-way transportation + surcharge to the affordable fare for the departure period from 07/01/2020 to 08/31/2020.</p> <p>Option No. 2.2 (available at the place of purchase) ** Change the route (RF to RF) with a fine for reissuing 1,000 rubles for one-way transportation + surcharge to an affordable tariff</p> <p>Option No. 2.3 (available at the place of purchase) ** Replace a passenger (without paying for the "Passenger Replacement" service) - together with a change in the departure date and / or direction</p> <p>For the operation to change the ticket, an additional fee will be charged depending on the registration channel.</p>		
VIRGIN ATLANTIC AIRWAYS LTD	<p>If your flight has been cancelled - from 17 March 2020</p> <p>To make it as easy as possible and for immediate peace of mind, we will automatically keep your ticket open as credit for you to use any time up to 30th September 2022. There's no change fee, and if you choose to travel on the same route up to 30th November 2020, we'll also waive any differences in the fare.</p> <p>There's absolutely no rush to make a decision right now, just keep your booking reference as confirmation of your credit.</p> <p>Our flexible no change fees policy</p> <p>Customers with tickets issued: On any date Originally due to travel: 12 Jun 2020 - 30 Sep 2020 Can rebook between 12 Jun 2020 - 30 Nov 2020 Any potential differences in fare will be waived if you choose to travel on the same route and in the same cabin.</p> <p>Can rebook between 01 Dec 2020 - 30 Sep 2022 Potential differences in fare may apply.</p> <p>Customers with tickets issued: Between 01 Mar 2020 - 31 Aug 2020 Originally due to travel: 01 Oct 2020 - 30 Apr 2021 Can rebook between 12 Jun 2020 - 30 Sep 2022 Potential differences in fare may apply.</p>	19-Jun-20	https://flywith.virginatlantic.com/gb/en/news/coronavirus.html

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VUELING AIRLINES	<p>INVOLUNTARY CHANGES If your flight is being rescheduled with a change of more than 5 hours or is being cancelled, or if the country of flight origin or flight destination announced travel restrictions, it is not necessary to contact our Call Center. You can easily follow the procedure as indicated below. For bookings made in GDS, we authorize a date change (subject to availability) to fly in the next two months from the date of the original flight, reissuing the ticket at no cost. You can also make a change to any other date, name and / or route, reissuing in the next 18 months without penalty (fare difference applies in this case). In both cases, the reissue will be manual (note ATC will not waive the penalty) and COVID19 must be added in the endorsement box.</p> <p>VOLUNTARY CHANGES Flexibility for existing bookings We understand that the current situation requires greater flexibility, so we're offering the chance to change the dates of all your customers' bookings which include flights between March 13th and July 31st 2020. For bookings made in GDS: you can manage the change before 31/12/2020 for any available flight. For that, you must cancel the original flights and reissue manually on the same booking or a new one the ticket (note ATC will not waive the penalty), indicating COVID19 in the endorsement box (no penalty fee but only the fare difference will be paid, if applicable).</p>	19-Jun-20	https://partners.vuelingnews.com/2020/03/04/vueling-flexibility-policy/?lang=en

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MEA			
COMAIR PTY LTD	<p>"Business Rescue Comair has entered into voluntary business rescue proceedings to safeguard the company and its stakeholders. This is to ensure a focused restructuring of the company as quickly as possible so we can take to the skies again as a sustainable business and play our part in the country's airline industry and economy. [...]</p> <p>We remain hopeful that operations will resume at or about 1 November 2020. Comair remains solvent and an important contributor to the South African economy."</p> <p>"Unused Reservations Persons who have purchased a kulula or British Airways (Operated by Comair) ticket for a departure between 14 March and 31 October 2020 directly from Comair channels (i.e. a ticket number starting with 161), should complete the form 'below' and return it to Comair by 17 June 2020. We will communicate with you in due course in accordance with your election as contained in the form below. Depending on your election, you may be a creditor of the Company and enjoy the same rights as set out in section D of the Notice to Affected Parties, in terms of Section 129 of the Companies Act 71 of 2008, available under the Statutory Notices section of "this" website.</p> <p>Persons who have purchased a kulula or British Airways (Operated by Comair) ticket for a departure between 14 March and 31 October 2020 from a third party (i.e. ticket which does not start with 161) should direct their queries to the travel agent or the airline from which the ticket was initially booked. A list of contact details for our travel partners is provided on "this website".</p> <p>Tickets purchased for a kulula or British Airways (Operated by Comair) flight for departure from 1st November 2020 will remain valid unless advised differently in due course."</p>	19-Jun-20	<p>https://www.comair.co.za/business-rescue</p> <p>https://www.comair.co.za/business-rescue/unused-reservations</p> <p>https://www.comair.co.za/coronavirus</p>
DUBAI AVIATION CORPORATION	<p>"Cancellations: If your flight is cancelled, the following options are available to you: Refund - You can request a refund to flydubai voucher. A flydubai voucher is valid for 12 months from the date it is issued. Rebooking - 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> <p>Change in travel plans: If you would like to change your travel plans, the following options are available to you: Refund -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. Rebooking -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 July 2020."</p> <p>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</p>	19-Jun-20	<p>https://www.flydubai.com/en/contact/operational-updates#update-on-coronavirus-covid</p>

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EGYPTAIR	<p>"EGYPTAIR has issued new options offering you the flexibility to fly with us again if you were booked on an international flight from March 19, 2020 till the end of the suspension period.</p> <p>-If you would like to change the travel dates; the amount you paid for your original ticket will be accepted on any date to the same destination with no additional fees for one time change only, even if this ticket had been expired within the suspension period, EGYPTAIR has already decided to extend all tickets validity till December 31, 2020.</p> <p>-If you would like to refund; then you have the "Travel Voucher" option where you can convert the amount you paid for your ticket into credit for your future trips. You can also use it to pay for any of EGYPTAIR other services. The travel voucher gives you the flexibility to make as many transactions as you wish for you or your first degree relatives until you completely use its value. If you would like to proceed with a refund instead of requesting the voucher, please be aware that the refund process should be through the original place of issuance, and it may take longer than usual due to the high volumes currently being processed."</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	19-Jun-20	<p>https://www.egyptair.com/en/about-egyptair/news-and-press/Pages/EGYPTAIR%20Refund%20%20Change%20Reservation%20Policy.aspx</p>
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>	19-Jun-20	<p>https://www.emirates.com/nl/english/help/keep-your-ticket/</p> <p>https://www.emirates.com/nl/english/help/refund-request/</p>
ETHIOPIAN AIRLINES S.C.	<p>"Passengers whose travel date falls between 01 March - 30 September 2020 and tickets issued until August 31st, 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>	19-Jun-20	<p>https://www.ethiopianairlines.com/aa/en/breaking-news/updates-and-health-advisory-on-the-covid-19-virus</p>

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ETIHAD AIRLINES	<p>"As our network continues to grow, we know it's important for you to have the freedom and flexibility to change your travel plans if you need to. So, we've removed all change fees for flights booked before 30 June 2020, for travel until 30 November 2020. [...]</p> <p>If you booked your flight before 30 June to travel any time until 30 November 2020, you can change your flight for free.</p> <p>Cancel your trip and save it for later with Etihad Credit. We'll reward you with up to US \$400 and up to 5,000 Etihad Guest Miles, and you can travel any time before 31 October 2021.</p> <p>Or you can simply rebook your trip at a time that suits you – you can even pick a new destination anywhere on our network.</p> <p>Booked with a travel agent? You'll need to speak to them to make changes to your booking. [...]</p>	19-Jun-20	https://www.etihad.com/en-ae/travel-updates/covid-19
	<p>--Etihad Credit--</p> <p>Cancel your flight and use the value towards your next break. We'll reward you with up to US \$400 and up to 5,000 Etihad Guest Miles. You can use your credit at any time within two years to pay for flights or extras for yourself, your family or your friends.</p> <p>--Rebook before 30 November--</p> <p>Rebook your trip before 30 November 2020 and travel to any destination on our network before 31 October 2021. It's free to change your trip and we'll remove the fare difference if you travel within the same zone before 30 September 2020."</p> <p>--Keep your ticket open--</p> <p>If your flight has been cancelled, you can simply keep your ticket open until you're ready to travel again. You don't need to call us or do anything until you're ready to rebook. We'll keep your ticket open until 31 October 2021, and if you haven't used your open ticket within 12 months of your first cancelled flight, you will be entitled to a refund. To request a refund, please call us.</p> <p>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</p>		
GULF AIR B.S.C.	<p>Effective immediately, customers (excluding those under a group booking) holding GF tickets issued on/before 30September 2020 * with a confirmed outbound travel date up to and including 30September 2020 and who are impacted by any of the following:</p> <ul style="list-style-type: none"> - Flight cancellation: flights cancelled by Gulf Air - Travel bans/immigration restrictions: where there is a government notification that prevents travel to or entry into a country - Travel advisory: where there is a general government advisory against non-essential travel - Quarantine requirements: where there is mandatory quarantine at either the origin or destination - Mandatory lockdown: where a government has issued a mandatory lockdown and customers are unable to reach the airport as a result - Reluctance to travel: customer does not wish to travel given the current uncertainties surrounding Covid-19 	19-Jun-20	https://www.gulfair.com/flights/special-deals/no-fees-unlimited-changes?affiliate_id=20200310 No Fees

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	<p>* tickets issued on/before 30September 2020 refers to all tickets issued at any point on/before 30September 2020. For the avoidance of doubt, a ticket issued on 20December 2019, as an example, would be eligible under this bulletin</p> <p>Will be eligible for the following options:</p> <p>1. Unlimited changes without fees or penalties. Passengers will be able to rebook to a later date and benefit from unlimited changes without fees or penalties. If the new trip commences on/before 31July 2020 difference in fare will not apply. If the new trip commences on/after 01August 2020 any difference in fare will apply. Note: as part of the 'No Fees, Unlimited Changes' policy, ALL DEPARTURE DATES are eligible for this option and the 30September 2020 travel date restriction does not apply</p> <p>2. Passengers may keep the ticket without having to commit to a new flight date right away. Existing bookings will initially be cancelled but the ticket and ticket value will remain unchanged and can be extended to a new departure date up to a maximum of 1 year from the original ticket issuance date, irrespective of the ticket validity. Passengers may also rebook to another destination.</p>		
	<p>3. Passengers may opt for a refund as follows:</p> <ul style="list-style-type: none"> o Involuntary refunds (i.e. where at least one flight has been cancelled) – permitted to refund without penalty. All refund fees will be waived. This is applicable to both refundable and nonrefundable tickets o Voluntary refunds (i.e. where flights are operating) – permitted to refund as per the ticketed fare rules and subject to normal refund fees. Normal refund fees to be charged <p>Passengers who have booked their ticket through a travel agent should be advised to contact their travel agent to process any of the three options above.</p>		
JAZEERA AIRWAYS	<p>"Are offering passengers additional flexibility when amending their bookings. For ticketing on/after 07 March 2020 and on/before 30 June 2020 for travel on/after 07 March 2020 and on/before 30 June 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>	19-Jun-20	https://www.jazeeraairways.com/en-kw/plan/book/travel-advisory
KENYA AIRWAYS	<p>Kenya Airways is now giving you more flexibility on your ticket by allowing you to leave it open until 30th June 2021.</p> <p>Your ticket will be reissued free of charge for the same booking class and seasonality on available future flights. This flexibility applies to tickets issued on or before the 30th June 2020 for travel between 1st February 2020 to 30th September 2020.</p> <p>"Rebook: Due to the ongoing uncertainty over travel plans resulting from the effects of the COVID-19 Pandemic, Kenya Airways is offering a waiver on change fees on all fares. [...] This waiver will apply to:</p> <ul style="list-style-type: none"> -All fare types, including groups and conferences. -All Kenya Airways destinations. -All points-of-sale -All travel Between 1st of February and 30th September 2020 <p>Ticket changes/Refunds must be completed by 30th June 2021.</p> <p>Future itinerary changes: -Customers can change to a flight of lesser value with no change fee. -If the new fare is of a lesser value, refund on residual value of the fare difference is not applicable. -If the new ticket is a higher fare, the customer will only pay the fare difference. -Unlimited changes permitted free of charge.[...]</p>	19-Jun-20	https://www.kenya-airways.com/Coronavirus-travel-updates/en/

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<p>If you purchased your ticket before or on 30th June 2020 for travel between 1st February 2020 and 30th September 2020, Kenya Airways is allowing you an easy and flexible option that enables you to leave your ticket open until 30th June 2021 giving you ample time to reorganise your travel plans as per your comfort and convenience.</p> <p>Your ticket will be reissued free of charge for the same booking class and seasonality on available future flights..</p> <p>Compensation because of Cancellation as per EU regulation. You are not entitled to compensation based on the EU Regulation 262/2004. Cancellation of flights due to the Covid-19 pandemic is considered an extraordinary circumstance which exempts airlines from paying compensation.</p> <p>If you do not wish to take advantage of the hassle -free open ticket option kindly [...] fill in the Online Refund Form and request for a refund.</p>		
KUWAIT AIRWAYS CORP	<p>"Passengers booked to travel between 22nd February 2020-31st December 2020, are eligible for Refund /Re-issue /Re-routing without Penalty Charges for the tickets issued prior to 30th April 2020. ** 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: • Refundable/Non Refundable tickets are permitted to Re-issue /Re-route without charging reissue /rerouting penalty fees • 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 - 31st December 2020 without Reissue Penalty Fee.</p>	19-Jun-20	https://www.kuwaitairways.com/en/information/usefulinfo/Pages/Reissue-Refund-Policies.aspx
	<p>Refund / Cancellation Penalty Policy for flight cancellation due to COVID-19 Situation: • Refundable Tickets ◦ Fully utilized tickets: Full Refund applicable without any refund penalty fees. ◦ Partially utilized tickets: Refund permitted on the unused component of any tickets. • Non-Refundable Tickets ◦ for travel between 22nd February 2020 - 30th April 2020 : Full Refund applicable without any refund penalty fees. ◦ for travel between 01st May 2020 - 31st December 2020 : No Refund applicable ◦ **For tickets issued in USA for the cancelled flights, the DOT (Department of Transportation) rules and regulations will be enforced. • Travel Voucher - Electronic Miscellaneous Document (EMD): Passengers may choose to apply for a refund as above or choose to save for future travel in the form of a Travel Voucher (EMD) valid for 2 years from its date of issue." (Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</p>		
MIDDLE EAST AIRLINES	<p>"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."</p>	19-Jun-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	<p>"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."</p>	19-Jun-20	https://www.omanair.com/nl/en/about-us/press-releases/oman-air-offer-change-fee-waivers-light-coronavirus-outbreak

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
PAKISTAN INTERNATIONAL AIRLINE	<p>"Due to the ongoing COVID-19 (novel coronavirus) outbreak situation globally, our flight operations have been limited. You will not be charged the regular change of booking fees on your international ticket to/from Pakistan, if you could not travel due to travel restrictions or if your flight was/has been cancelled (for travel till 15th June 2020)</p> <p>For more information on the situation please check Travel Updates and Information.</p> <p>It is mandatory to provide personal contact information at the time of booking for all flights. Travel requirements and restrictions to your destination countries will be updated here</p> <p>1. TRAVELLING TO THE UK 2. TRAVELLING TO MALAYSIA 3. TRAVELLING TO FRANCE "</p>	19-Jun-20	https://www.piac.com.pk/travel-updates-and-information
QATAR AIRWAYS	<p>"Service alterations Passengers from all destinations served by Qatar Airways can still travel with the airline and transit through Hamad International Airport [...] subject to entry restrictions at their final destination.</p> <p>However, because of the operational challenges faced due to Covid-19 (coronavirus), we have altered or cancelled some of our services.</p> <p>If you are affected, you can re-book your ticket to alternative dates or destinations or opt to receive a voucher for future travel, equivalent to the value of your ticket plus an additional 10% value, excluding statutory taxes. Alternatively, you can opt to exchange your ticket for Qatar Airways Privilege Club Qmiles, or get a refund. This policy applies to all tickets issued anytime until 31 December 2020, for travel on or before the same date. Please note:</p> <ul style="list-style-type: none"> - If you have booked your ticket though a travel agent, please contact your travel agent to amend your booking, exchange your ticket for a future travel voucher, exchange your ticket for Qmiles or arrange for a refund - If you have booked with us directly, you can select your preferred option through our website and we will automatically process the request. You can also telephone any of our offices or contact centres <p>If your flight is operating normally and you have booked or are planning to book tickets for travel up to 31 December 2020, but you wish to change your travel plans, you can:</p> <ul style="list-style-type: none"> - Alter your travel date free of charge. - Change your destination if it is within 5,000 miles of the original one. - Exchange your ticket for a future travel voucher valid for two years, or swap it for Qmiles to use however you like." <p>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</p> 	19-Jun-20	https://www.qatarairways.com/en/travel-alerts/COVID-19-update.html

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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 October:</p> <ul style="list-style-type: none"> • Targeted passengers: tickets issued before June 30th, 2020, in all Royal Air Maroc network including canceled flights because of de COVID 19 authorities' restrictions. (Prime-tickets included); • Travel date: before October 31th, 2020 inclusive; • Ticket Change: unlimited changes of ticket date and destination, free of charge; • Conditions: change within the same fare class; (Tariff difference applicable in case of unavailability of the initial fare class or change of the destination) • Flight deadline: until October 31,2020 (return date can be extended beyond this deadline to keep the same duration of the trip); • Refund Individual tickets: refund by nominal voucher valid 18 months from the date of its issue. The voucher is refundable in cash on the expiry date. The voucher is issued by travel agencies or our call center at callcenter@royalairmaroc.com Group tickets issued / account tickets: Travel agencies have to issue vouchers on their own name to the final clients for a later use (nonrefundable and valid 18 months). Only under this condition, a refund will be allowed by Royal Air Maroc. A written agreement from RAM delegation responsible of the travel agency is needed. This agreement is given on the basis of supporting documents to provide by the travel agency (purchase order, proof of payment or any other evidence).Fare conditions remain applicable <p>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</p>	19-Jun-20	https://www.royalairmaroc.com/nl-en/information/delays-and-disruptions
ROYAL JORDANIAN AIRLINES	<p>"Following options are provided to passengers affected by the flight suspensions when Sales Validity between 17 March 2019–24 June 2020 and Travel Validity between 17 March 2020-24 June 2020</p> <p>Reservation Date Change:</p> <ul style="list-style-type: none"> - Reservation date change penalties will be waived if the flights are cancelled due to airport closure. - Discount on the difference in fare will be applied. - Passengers can request to re-validate their tickets on any date before 31 December 2020, but the processes of the re-validation should be done on/before 24 June 2020 <p>Voucher (EMD): Offering you more flexibility to fly with us again, we have now more options for passengers choose from:</p> <ul style="list-style-type: none"> - Travel voucher (Good for travel) valid for two years from day of issuance. - Refundable Voucher valid for one year from day of issuance. - Voucher/EMD value can be used by the passenger's family members (consent to be submitted when requesting this option). - Refund can be processed according to your country law, if not available RJ's ticket terms and conditions apply." <p>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</p> 	19-Jun-20	https://rj.com/en/rj-policy-regarding-coronavirus
RWANDAIR EXPRESS	<p>"RWANDAIR TO EXTEND THE TEMPORARY SUSPENSION OF PASSENGER FLIGHTS – UPDATE 3. Kigali, May 19, 2020 – Rwanda's borders remain closed to passenger flights in order to fight against Covid-19. RwandAir will therefore extend the temporary suspension of passenger flights until the restrictions are lifted.</p> <p>Customers holding RwandAir tickets have the option to rebook with the airline and fly at a later date at no extra cost.</p> <p>Affected customers may contact RwandAir via reservations@rwandair.com or their travel agent if their booking was not made directly with the airline."</p>	19-Jun-20	https://www.rwandair.com/media-center/news-press-releases/rwandair-to-extend-the-temporary-suspension-of-passenger-flights-update-4/

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SAUDI ARABIAN AIRLINES	<p>"TRAVEL CONDITIONS UPDATES</p> <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> <ol style="list-style-type: none"> 1. Cancel your reservation and use your ticket at a later time without fees, 2. 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>	19-Jun-20	https://www.saudia.com/covid-19
	<p>TICKETS WAIVER DETAILS</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 (UM) under the age of 15 years. - 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"> - Changing the starting point or final destination to the nearest destination in the same area without fees for one time only with collecting fare difference. Ticket or EMD fees must be apply. *Reissue / Go-show without fees for one time only with collecting fare difference if any, on the same class of service and same RBDs. *Re-associate all ancillary service EMD without fees for one time only*It's not allowed to change voluntary for (Saver) tickets. No-show fees will be collected in case the booking was not canceled.*It is allowed to change Alfursan tickets without fees for first time and apply the fees and condition for Alfursan tickets when make another changes. *It is allowed to refund without fees for all EMDs & tickets confirmed booking of travel during the airport closure period from 21 MAR 2020 till 30 MAY 2020. <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** One time only. 		
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>	19-Jun-20	<p>https://bit.ly/2JmjP1C</p> <p>https://www.flysaa.com/flight-suspension-policy</p>

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TAAG-LINHAS AEREAS DE ANGOLA	"- For trips scheduled between March 17th and April 30th, charges for any rescheduling penalties are exempted. - During this period, passengers can make changes/reschedules of their trips according to the availability of seats, ticket validity and length of stay. [...] - In the event of cancellations, TAAG will reimburse passengers for the full fare, including tickets purchased with miles."	19-Jun-20	http://www.taag.com/en/Taag/News https://bit.ly/33IYmt8