

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.	Flexible booking policy applies to all tickets purchased with us, including e-tickets issued with an Interjet code (837). Policy applies to all bookings with a flight departing up to October 31, 2020, regardless of purchase date. e-tickets are valid for tickets issued up until October 31, 2020, regardless of flight date.	12-Aug-20	https://www.interjet.com/en-us/plan-your-flight/prepare-your-trip/flexibility-covid-19
AEROLINEAS ARGENTINAS	Passengers with or without canceled flights with original travel date after March 15 may make a first change with the following conditions: Date changes: *No difference in fare / miles, provided that the original ticket season is respected (*). *No penalty charge in all cases.	12-Aug-20	https://www.aerolineas.com.ar/es-bo/landingsespeciales/landings/791_informacion-importante-coronavirus?zrdct=true
AEROMEXICO	Please reference link for cancellation and change policies based on purchase date.	12-Aug-20	https://aeromexico.com/en-us/notifications-for-passengers
AEROVIAS DEL CONTINENTE AMER - AVIANCA	Reference link for cancellation and change policies based on purchase date.	12-Aug-20	https://www.avianca.com/us/en/about-us/news-center/avianca-news/protection-measures-for-passengers-covid19/
AIR CANADA AND AIR CANADA VACATIONS	You can make a one-time change without a fee for all new and existing tickets issued through August 31, 2020 for original travel between March 1, 2020 and August 31, 2021. Refundable tickets will be refunded as per the fare rules; a cancellation fee may still apply.	12-Aug-20	https://www.aircanada.com/us/en/aco/home/booking/travel-news-and-updates/2020/covid-19.html#/cancel-existing
AIR TRANSAT	Book a flight to any destination by August 31, and if your travel plans change, no worries, we will waive the change fees. *You can reschedule your travel. OR *You can change your travel dates or destination—or both! —at no charge up to 24 hours before departure. And if you wish to cancel your trip, we have also relaxed our cancellation terms and conditions: *Flights in Eco Budget: you will receive a future travel credit that is transferable and has no expiry date *Flights in Eco Standard and Club Class: the standard cancellation terms and conditions of these fares will apply. Or you can also opt to receive a future travel credit instead that is transferable and has no expiry date. *Flights in Eco Flex: no cancellation fee required	12-Aug-20	https://www.airtransat.com/en-US/book/book-with-peace-of-mind
ALASKA AIRLINES	Tickets Purchased On / Before February 27, 2020 - September 8, 2020 Original Travel Dates February 27, 2020 - August 8, 2021 New Travel Dates One year from the original travel date 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 July 31, 2020, you may: *If you purchase a nonrefundable First Class, main, or award ticket between February 27, 2020 and July 31, 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.	12-Aug-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.	12-Aug-20	https://saleslink.aa.com/en-US/index.html#/home

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COPA AIRLINES	Copa Airlines is offering flexible travel plans via 3 different options. Please reference link to view plans and make a selection.	12-Aug-20	https://www.copaair.com/en/web/gs/options
DELTA AIR LINES, INC.	We are broadly waiving change fees for travel impacted by coronavirus, including any flights departing March through December 31, 2020 and all tickets purchased between March 1 - August 31, 2020. If your travel is eligible for a waiver, you can move your travel dates and even select a new destination. Your unused ticket will be applied toward your new flight, and in some instances a fare difference will apply. If the new fare is lower, you will receive an eCredit for the difference. If the new fare is higher, the difference will be collected. The fare difference will be waived for changes to existing travel between March - September 2020 if originally purchased before April 17th and traveling to the same destination before September 30, 2020.	12-Aug-20	https://www.delta.com/us/en/travel-update-center/cancel-change-requirements
FRONTIER AIRLINES	Please reference link for flexible change policy through September 8th.	12-Aug-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 chart is provided on website.	12-Aug-20	https://www.voegol.com.br/pt/informacoes/comunicado-coronavirus?br=banner1%3D&of=comunicado-coronavirus
HAWAIIAN AIRLINES, INC	Please reference link cancellation and change policy guidelines and requirements for schedule changes.	12-Aug-20	https://www.hawaiianairlines.com/legal/schedule-change-policy
JETBLUE AIRWAYS	Book a new flight through October 15 and 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.	12-Aug-20	https://www.jetblue.com/travel-alerts
LATAM AIRLINES	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. 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. 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. 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. Conditions may apply for specific countries please check link.	12-Aug-20	https://www.latam.com/en_us/experience/coronavirus/affected-flights/
SOUTHWEST AIRLINES	*Customers' funds that have expired or will expire between March 1, 2020 and September 7, 2020, will now expire September 7, 2022. *Any travel funds created because you cancel a flight between March 1 - September 7, 2020, will expire September 7, 2022.	12-Aug-20	https://www.southwest.com/Coronavirus/
SPIRIT AIRLINES	We are waiving cancellation fees for Guests whose travel plans are impacted by COVID-19 (coronavirus). Go to My Trips, enter your name and confirmation number, then proceed with the steps to cancel your flight. You will receive a full purchase price reservation credit instantly.	12-Aug-20	https://www.spirit.com/notices
SUN COUNTRY AIRLINES	Please reference link for detailed change and cancellation policies.	12-Aug-20	https://www.suncountry.com/terms-and-conditions/changes-cancellations

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UNITED AIRLINES	<p>You now have until August 31 to change or cancel any flights with travel dates through the end of the year without change fees. For additional flexibility, if you make a new flight booking by August 31, you'll be able to change or cancel with no change fee. See terms and conditions</p>	12-Aug-20	https://www.united.com/en/us/fly/covid-update.html
WESTJET	<p>Flexible change and cancellation policies: *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 August 31, 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>	12-Aug-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.	12-Aug-20	https://www.airchina.co.uk/GB/GB/promotion/refundguide?pid=TP_refundguide:20200205:KV:KRF: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 Aug 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. The booking must be done before 31st December 2021 and journey must be completed latest by 31st December 2021.</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>	12-Aug-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-converted-converted.pdf</p>
AIR NEW ZEALAND	<p>For domestic flight -</p> <p>1. Change date of travel:</p> <p>For flights for travel between 12-16 August 2020, one change is permitted with the change fee waived</p> <p>For flights for travel from 30 June 2020 normal fare rules apply with the exceptions: *Where Air New Zealand has cancelled or re-timed the flight the long-term schedule change policy applies; *Customers who are required to quarantine upon arrival into New Zealand.</p> <p>2. Customers with flights during 24 January-30 June 2020, due to COVID-19 can hold their ticket in credit.</p> <p>3. Check eligibility for a refund.</p> <p>For international flight -</p> <p>1. Change date of travel: For travel until 31 December 2020 or before the original date of travel, whichever is earlier, the following change flexibility applies for voluntary customer changes under the COVID-19 flexibility policy.</p> <ul style="list-style-type: none"> One change is permitted with the change fee waived; change is permitted within system range. For travel on Air New Zealand operated flights, no additional collection applies. Book the same or next best available booking class in the same cabin and/or product type. If the change requires a requote or a reissue any additional taxes must be collected. For travel on other airlines, the same booking class originally booked must be rebooked, if this is not available please contact Agency Sales. <p>Note customers effected by cancelled seasonal services have additional options. Alternatively, where Air New Zealand has cancelled or re-timed the flight the long-term schedule change policy applies.</p> <p>2. Customers with flights during 24 January-31 December 2020, due to COVID-19 can hold their ticket in credit.</p> <p>3. Check eligibility for a refund.</p>	12-Aug-20	https://www.airnzagent.co.nz/covid-19-coronavirus-flexibility-policy
	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. With the lifting of the emergency proclamation, special measures for domestic flight tickets concerning COVID-19 reasons will end on June 30. Please note that the tickets for		https://www.ana.co.jp/en/ip/notice/notice_009.html

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ALL NIPPON AIRWAYS CO LTD	<p>flights on and after Wednesday, July 1 will be handled as usual.</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 July 9, 2020 and departures from February 26 up to September 30, 2020. Please refer to link for special notes about routes to and from China.</p> <p>"For tickets issued by travel agencies or other airlines, please contact the travel agency or airline from which you purchased the ticket."</p>	12-Aug-20	https://www.ana.co.jp/en/jp/topics/notice200123/
ASIANA AIRLINES	<p>For itineraries from/to countries with travel restrictions due to Corona19 departure before 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 refund penalties for all international routes with ticketing date March 10, 2020 - June 30, 2020. Waiving reissue penalties up to 2 times for international routes with ticketing date March 10, 2020 - August 31, 2020 and departure date starting from March 10, 2020 (excludes mileage tickets). Date and/or route can be changed within the original ticket validity. In case of date and/or route change, difference in fare and tax will be collected.</p>	12-Aug-20	https://flyasiana.com/C/AU/EN/customer/notice/detail?id=CM202002040001195374 https://flyasiana.com/C/ID/EN/customer/notice/detail?id=CM202003110001201697
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 October 2020. If you do not wish to cancel your flight, you can change your ticket or exchange it for Cathay Credits.</p> <p>"For bookings made through a travel agent or third-party website, please contact them directly for changes."</p> <p>Please visit the provided reference link for more details</p>	12-Aug-20	https://www.cathaypacific.com/cx/en_HK/covid-19/refunds.html
CHINA AIRLINES	<p>*Eligibility: Issue Date: On / before 07AUG20 Travel Date: 01SEP - 31OCT20 Exception: The ticketing handling guidelines stated below is also applied to CI/AE flight cancellation/delay/advance regardless of the issue date and travel date. Passengers holding CI/AE valid tickets (including DFP Award Ticket). Discount tickets (AD/ID/DM) are not applicable for the principles. Due Date: On / before 31DEC20 *Rebooking / Reissue / Reroute: Within the validity period of the ticket, the fare/tax difference caused by the change of different dates/flights/itineraries shall be paid by the passenger. The reissue charge and the over-counter charge can be waived once. Bookings on flights operated by CI/AE shall not be changed to codeshare flights or flights operated by other airlines. No Show Fee: No show fee shall be waived provided that passengers are denied boarding to their flights at airports due to suspected infection of pneumonia or respiratory syndrome. *Refund: Full refund for tickets without imposing any refund service charge or penalty. Payments of chargeable seats, pre-paid excess baggage can be fully refunded. Please contact your travel agency or CI/AE branch office for ticket change or refund. Please refer to link for details.</p>	12-Aug-20	https://www.china-airlines.com/tw/en/discover/news/travel-advisory?travelAlert=36257-7030
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 . Please visit the provided reference link for more details of the affected flights.</p>	12-Aug-20	https://us.ceair.com/newCMS/us/en/content/en_News/TravelAlert/

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CHINA SOUTHERN AIRLINES	<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>	12-Aug-20	https://www.csair.com/en/about/news/notice/2020/
EVA AIRWAYS CORPORATION	<p>1. 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 (b) Current Ticketed Flight date: Kunming, Huangshan, Xian, Taiyuan, Zhengzhou, Jinan, Shenyang, Guilin , Hohhot, Harbin Between 2020-06-01 and 2020-10-24 Italy Between 2020-06-01 and 2021-01-31 Phuket Between 2020-06-01 and 2020-09-28 Others Between 2020-06-01 and 2020-08-31</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>2. Application The application must be submitted on/before 03SEP, 2020. Please visit the reference link for more information.</p> <p>3. Refund</p> <p>A. Refund fee of the tickets and/or ancillary services will be waived. B. For tickets purchased or modified from EVA AIR official website, please submit a refund application through EVA AIR website. For tickets purchased from EVA/UNI AIR ticketing channels, please contact EVA/UNI AIR reservation and ticketing office to arrange a refund. C. For tickets purchased from travel agents, please contact your travel agent for refunds. Please visit the reference link for more information.</p>	12-Aug-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>	5-Aug-20	https://www.goindigo.in/information/corona-virus-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 without fees 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 without fees to other flight within ticket validity, or original departure date + 30 days whichever comes later.</p> <hr/> <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 30 Sep 2020 or to October 24, 2020 (only due to flight suspension or flight reduction restrictions), it is possible to make your request on/after July 1, 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>	12-Aug-20	<p>https://www.jal.co.jp/en/info/2020/dom/200228/</p> <p>https://www.jal.co.jp/en/info/2020/inter/200127_02/</p>

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KOREAN AIRWAYS CO LTD/SELCW	<p>1. Application : Korean Air International flights ticket</p> <p>2. Period : Travel date February 2, 2020 ~ October 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> <p>- Allow date change within the ticket validity period</p> <p>- Only fully unused ticket can be rescheduled on/before February 28, 2021 regardless of ticket validity</p> <p>Waiver on fare difference</p> <p>a. If new travel date is on/before July 31, 2020 : 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> <p>b. If new travel date is on/after August 1, 2020 to February 28, 2021 : 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> <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> <p>Please visit the reference link for more information.</p>	12-Aug-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> <p>*Unlimited changes are permitted and all change fees will be waived. However, a fare difference will apply if the fare for your new travel date is higher than the original ticket fare purchased. Fares will be reassessed at the time of your rebooking.</p> <p>*In the event you opt to cancel your tickets, we will waive the cancellation fee for partially used and totally unused tickets. This applies for all type of tickets. A travel voucher will be issued for your next travel to be booked by 31 December 2020 and to be completed by 30 June 2021.</p> <p>* Applicable for both Malaysia Airlines operated flights and the airline's marketing flights.</p> <p>Note: For tickets purchased from Travel Agent or Online Travel Agent, please contact your local Travel Agencies for assistance.</p> <p>Please visit reference link for additional information.</p>	12-Aug-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 September 15, 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 not affected by cancellations or travel ban (from July 1, 2020 onwards), you can make voluntary changes to your flight following the new No-Worry Flight Fare Brand. This applies for tickets issued until September 15, 2020. The refund policy is subject to the fare brand:</p> <p>*Economy Supersaver: Non-Refundable;</p> <p>*Economy Saver & Economy Value: Totally Unused: Refundable with fee; Partially Used: Non- Refundable;</p> <p>*Economy Flex: Refundable without fees;</p> <p>*Premium Economy: Refundable with fee;</p> <p>*Business Value: Totally Unused: Refundable with fee</p> <p>Partially Used: Non- Refundable;</p> <p>*Business Flex: Refundable without fees;</p> <p>Please visit reference link for more information.</p>	12-Aug-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>Alternatively, you can choose to cancel your flight yourself. However, if you do, you may be charged a cancellation fee in accordance with your fare rules.</p> <p>For travel agent and third-party website bookings, please contact these companies directly to discuss your options. Please visit reference link for additional information.</p>	12-Aug-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#fly-flexible
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>	12-Aug-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>	12-Aug-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 09 July 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>If some sectors of on your ticket have been cancelled by THAI and/or THAI Smile, and you have already used part of your ticket, a refund amount will be calculated and settled by issuing office at least 180 days from the submission request.</p> <p>In case you have a THAI ticket (217-) originally issued before 31 May 2020 for travel on THAI or THAI SMILE flights but your flights have not been cancelled, then any rebooking of date, extension of validity or cancellation of the booking will have to follow the conditions of your ticket with fee to be applied accordingly.</p> <p>Please refer to link for more details.</p>	12-Aug-20	https://www.thaiairways.com/en/contact_us/thai_special_assistance_form.page?

Airlines by Region

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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 – 31 October 2020.</p> <p>* Domestic Australia with travel dates 22 April 2020 – 31 October 2020 and reissue by 31 October 2020: unlimited changes permitted with change fee waived;</p> <p>* International with travel dates 22 April 2020 and reissue by 01 March 2021: – system range: Two free changes permitted with change fee waived;</p> <p>For both domestic and international flights' refund request-</p> <p>Voluntary– As per fare rules;</p> <p>Involuntary– Where no suitable alternative flights are available, refund may be issued to original form of payment;</p> <p>Please refer to link for more details.</p>	12-Aug-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>	12-Aug-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			
AEGEAN AIRLINES	<p>I want to rebook my ticket, what is the policy?</p> <ol style="list-style-type: none"> 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. 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). 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. 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>I have booked my ticket through an offline travel agency / online travel website, does the same no rebooking fee policy apply? The same no rebooking fee policy applies regardless the point of sale of your tickets.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	12-Aug-20	https://en.aegeanair.com/aegean-announcement/
AER LINGUS	<p>"Options for your booking</p> <p>Cancelled flights If your flight is cancelled we will contact you directly. Visit the Manage Trip section to make sure your contact details are up to date.</p> <p>Changing your flights We know that there's a lot of uncertainty about travel right now and we understand your concerns. We're offering two options:</p> <ol style="list-style-type: none"> Change your flight without a fee You can change the date of your trip using the Manage Trip section. We've waived our change fees on any changes made before 31 December 2020, regardless of when you are due to travel, but please note that a fare difference may apply. <p>If your booking was made with a travel agent, please contact the agent directly to make changes to your booking.</p> <ol style="list-style-type: none"> Apply for a voucher if you're scheduled to fly with us before 31 August 2020, you can apply for a voucher for the full value of your flight." <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p> 	12-Aug-20	https://www.aerlingus.com/support/covid19-information/options-for-your-booking/

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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 center 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>	12-Aug-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>		
AIR EUROPA	<p>If you have a ticket with Air Europa, we give you the possibility to redeem it for a VOUCHER that you can use for future flight purchases.</p> <p>You can use your VOUCHER on future purchases of flights operated by Air Europa and on any fare. The maximum date to redeem your VOUCHER is one year from its issue to fly within 12 months of the management of the new reservation.</p> <p>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</p>	12-Aug-20	https://www.aireuropa.com/es/en/aea/redeem-voucher.html

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
AIR FRANCE	<p>Update on 21 July 2020, 01:00 PM Paris local time</p> <p>YOU WANT TO POSTPONE YOUR TRIP If you have purchased a ticket on or before 21 April 2020 included:</p> <p>For travel before 31 August 2020, you may postpone your departure date without any change fee, subject to availability of the same cabin. Your new trip must start before 30 November 2020 inclusive. If you wish to travel on or after 1 December 2020, you may also postpone your departure date without change fees. If the original fare is no longer available, however, you will need to pay any fare difference.</p> <p>For travel on or after 1 September 2020, you can also postpone your departure date without any change fee. If the original fare is no longer available, however, you will need to pay any fare difference.</p> <p>Any changes to your flight must be made before its scheduled departure.</p> <p>If you purchased your ticket on or after 22 April 2020, you can also postpone your trip without any change fee, regardless of the cabin and fare type chosen (Light, Standard or Flex). If the original fare is no longer available, however, you will need to pay any fare difference. The other fare conditions of your ticket will remain unchanged.</p>	12-Aug-20	https://www.airfrance.ie/IE/en/common/page_flotte/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 purchase an Alitalia ticket from 1 August to 30 September 2020 for flights until 31 July 2021 can request, before the departure date of the trip or even later, as long as the passenger cancels the flight booking before departure (no-show not allowed):</p> <p>A flight change (rebooking or change of destination), with possible fare integration, to travel within one year of the date of the original flight. A refund of the purchased ticket or its residual value, an option that is valid only for tickets that meet the fare conditions for the possibility of a refund.</p> <p>All passengers who have purchased a ticket from 1 May to 31 July 2020 for flights until 31 July 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>One change of booking (rebooking or change of destination), with possible fare</p>	12-Aug-20	https://www.alitalia.com/en_en/fly-alitalia/news-and-activities/news/info-flights/changing-travel-plans.html
AUSTRIAN AIRLINES	<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 31 October, an Alitalia (055) ticket whose flight has been canceled, can request the following:</p> <ul style="list-style-type: none"> * A change of booking (rebooking or rerouting, with no change of destination of departure and arrival), without fare repricing, to travel within the 7 previous or following days from the date of the canceled flight. The change of booking must be requested before the departure date of the flight that was canceled. * One change of booking (rebooking, rerouting or change of destination), with possible fare repricing, to travel within 1 year from the canceled flight date * 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. (3) <p>The request will be processed and defined as soon as possible, in compliance with the Reg. CE261 / 2004.</p> <p>(3) For Alitalia (055) tickets purchased in Italy with travel dates from March 11th to June 2, 2020, the refund is only allowed according to fare rules of the ticket.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	12-Aug-20	https://www.austrian.com/Info/Flightinformation/Travel%20Alerts.aspx

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
BRITISH AIRWAYS PLC	<p>Need to cancel your booking? If you booked via a travel agent, please contact them directly to discuss cancelling your booking.</p> <p>If you are due to travel between now and 30 September 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>	12-Aug-20	https://www.britishairways.com/en-gb/information/incident/coronavirus/latest-information?
	<p>If you want to change the dates of your booking For bookings made prior to 3 March 2020 for journeys to be completed by 30 September 2020 or bookings made between 3 March 2020 and 31 August 2020 for travel completed by 30 April 2021, please complete the online voucher form to change both your destination and dates. We will cancel your booking on your behalf and email you a voucher to the value of your booking, valid until 30 April 2022.</p> <p>Vouchers can be used as payment, or part payment, for a future booking. Your new trip booked using a 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><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>		or visit BA's trade site (sign in credentials needed): http://www.britishairways.com/trade/tradegateway.isp/global/public/en_gb
BRUSSELS AIRLINES	See LUFTHANSA entry.	12-Aug-20	https://www.brusselsairlines.com/en-uk/misc/AlertMessageDetail.aspx
EASYJET	<p>If your flight has been cancelled</p> <p>My flight has been cancelled, what are my options? As you will be aware, strict travel restrictions have been implemented by authorities for flights and citizens across Europe, to help contain the spread of Covid-19, to protect people and manage health services. As a result of these extraordinary circumstances, your flight may have been cancelled. If your flight is cancelled we will notify the booker using the details we have on the booking.</p> <p>You can choose to:</p> <p>Switch to any other flight, any time. You can fly anywhere on our network and you will not pay change fees*. Seats are currently for sale until May 2021 and you can do this via Manage Bookings or the easyJet app.</p> <p>Claim a voucher for the full value of your ticket. If you aren't ready to book again just yet, a voucher provides the flexibility to book travel in future, for flying through to at least Summer 2021. You can access the voucher via Manage Bookings or the app. Click here for voucher terms and conditions.</p> <p>*Excludes route changes for flights to/from Israel, Egypt, Jordan, Turkey, Morocco."</p> <p>If your flight has not been cancelled</p> <p>My flight is shown as operating but I want to cancel my travel, what are my options? Where flights are shown as operating our standard terms and conditions continue to apply. However, we are currently waiving our change fees which means you can now change the dates and destination up to 14 days before travel without incurring a change fee and would only pay the fare difference if the new flights are more expensive. Please note this offer is only for customers who self-serve on our website.</p>	12-Aug-20	https://www.easyjet.com/en/policy/coronavirus

Airlines by Region			
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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
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 (e.g. 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.) 	12-Aug-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>"Get a free flight change:</p> <p>Book now with the peace of mind of being able to change your flight later. If you buy your trip for 2020 fom May 28 to August 31, you can change your flight for free. Applies to all fares.</p> <p>Its as simple as this... Request the change (date, time, origin, and or destination) up to 15 days before departure. Just pay the fare difference if any.</p> <p>Booked a flight to travel by 31 December? At this difficult time we are offering complete flexibility by relaxing the change and refund conditions for all fares and flights until 31 December, provided they were booked by 28 May 2020 and whenever you request it before August 31, 2020. So you can plan your trip later on.</p>	12-Aug-20	https://www.iberia.com/ie/latest-update-of-our-flights/#Ultima_hora_Coronavirus
	<p>If you prefer to choose a more convenient time to travel, you can change your ticket to another date without any penalty. Changes are permitted until 30 June 2021."</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>		https://www.iberiagencias.com/iberiagencias/showContenido.do
JET2.COM AIRLINES	<p>"My flights been cancelled, what are my options...</p> <p>Due to the coronavirus (COVID-19) pandemic and scheduling changes, a number of our flights aren't going ahead. We know how much you were looking forward to a well-deserved break, so if your booking has been affected, you have several options to choose from:</p> <p>Want a getaway to look forward to but haven't decided on the details just yet? You can request a refund credit note to use to rearrange your plans! All you need to do is log in to Manage My Booking, click 'cancel flights' and you'll be given a refund credit note to rearrange your getaway.</p> <p>If you'd prefer a refund, please wait for us to get in touch with further details. We're proactively contacting all affected customers in departure date order, which we think is the fairest way – please be patient with us as we do this."</p>	12-Aug-20	https://www.jet2.com/flights/incident

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
KLM - ROYAL DUTCH AIRLINES	<p>Flight booked before or on 21 April and with a scheduled departure before or on 31 August 2020:</p> <ol style="list-style-type: none"> <p>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? If you book your ticket before or on 31 October 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. However, a fare difference might still apply. 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> <p>2. Request a refund in the form of a travel voucher If you choose to postpone your trip, we will provide you with a refund in the form of a travel voucher. Your travel voucher is valid to use until 31 December 2021 and can be used on KLM, Air France, Delta Air Lines, Virgin Atlantic, and Kenya Airways flights. You can use your voucher to book a flight that takes place after the expiry date of the voucher. If your new ticket price is higher than that of your original ticket, you'll profit from a bonus up to 15% of the original ticket price to cover a part of the price difference. Is the new ticket price lower? Then the residual value will be calculated without a</p> 	12-Aug-20	https://www.klm.com/travel/gb_en/prepare_for_travel/up_to_date/flight_update/index.htm
	<p>Flight booked before or on 21 April 2020 and with a scheduled departure after 31 August 2020:</p> <ol style="list-style-type: none"> <p>1. 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. However, a fare difference might still apply. 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> <p>2. Request a refund If you choose to postpone your trip, check your ticket conditions to see 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 before or on 22 April 2020:</p> <ol style="list-style-type: none"> <p>1. 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. However, a fare difference might still apply. 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> <p>2. Request a refund If you choose to postpone your trip, check your ticket conditions to see 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><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>		

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
LOT Polish Airlines	<p>"If you have a ticket for any flights operated by LOT Polish Airlines that have been cancelled, that were purchased for travel between March 15th and October 31st, 2020 you can take advantage of one of the following options to change your reservation flexibly:</p> <ol style="list-style-type: none"> Use the value of your ticket as a voucher Do you need more time to plan a new trip with LOT? You can contact us within up to a year of purchasing the original ticket and get a voucher. The value of the original ticket recorded on the voucher can be used for any flight from the LOT offer. <p>The voucher will be valid for one year (12 months) after receipt. During this time, you can exchange the voucher for a new flight, which is scheduled within the next 12 months.</p> <p>If you would like to give the voucher to a relative or a friend? From now on, not only the passenger can use the voucher for any flight, but also the person to whom it will be given.</p> <p>If the price of the new ticket for which you will exchange the voucher is lower, the difference is refunded as a new voucher, which is valid for 12 months from the date of issue.</p> <ol style="list-style-type: none"> Reschedule your trip for another time If you don't have any plans for your next trip yet, take your time. You have one year from the date of purchase of the original ticket to contact us to change your departure date free of charge. You can choose a new travel date for one year from the original flight date. <p>If you choose this option you will receive from us an additional code entitling you to a</p>	12-Aug-20	https://www.lot.com/gb/en/current-rebooking-and-refund-information
LUFTHANSA GERMAN AIRLINES	<p>"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. For tickets booked up to and including 15 May 2020 the following applies:</p> <p>If your flight has been cancelled, you have the following options:</p> <p>You can rebook free of charge to an alternative flight to the same destination and within the same travel class.</p> <p>You can change your destination and your 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. Please note, that in these cases, an additional payment might be necessary, e.g. if you change to a higher travel class or if you rebook from a short-haul to a long-haul flight.</p> <p>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>	12-Aug-20	https://www.lufthansa.com/xx/en/extended-rebooking-options
	<p>Your flight is not cancelled:</p> <p>You can rebook your flight once without rebooking fee, regardless of the terms and conditions of the originally purchased ticket. An additional payment due to fare difference may apply. 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>You can also change your destination and your 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. Please note, that in these cases, an additional payment might be necessary, e.g. if you change to a higher travel class or if you rebook from a short-haul to a long-haul flight.</p> <p>If you decide on a new flight until 31 August 2020 and your travel starts latest until</p>		<p>https://www.irreg.lufthansaexperts.com/en/home.html</p> <p>(agent Lufthansa experts' login required)</p>

Airlines by Region			
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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<p>I have a booking (booked between 16 May and 31 August) and I prefer to postpone my travel plans:</p> <p>If your flight has been cancelled, you have the following choices:</p> <p>You can rebook free of charge to an alternative flight to the same destination and within the same travel class.</p> <p>You can change your destination and your 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. 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:</p> <p>If you book until 31 August 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.</p> <p>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>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</p>		
SCANDINAVIAN AIRLINE SYSTEM	<p>"(Updated 13JUL20)</p> <p>We are offering rebooking opportunities for 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 on all routes except Norway domestic. The offer is valid on all SAS operated flights except for SAS charter flights.</p> <p>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 anytime before 16 August 2021. Please note, that if you change to a higher fare type, you need to pay the difference.</p> <p>Rebooking is only possible to and from the same destination as your original booking.</p> <p>Please note that you can only rebook to a new flight 361 days ahead. If you want to travel later than 361 days ahead you will need to wait until later to rebook your flight.</p>	12-Aug-20	<p>https://www.flysas.com/gb-en/traffic-information/message/</p>
	<p>(Updated 29JUL20)</p> <p>If you have booked a ticket between 5 March – 30 June 2020 you can rebook your flight once without having to pay a rebooking fee. If you opt to rebook, you can choose a new travel date anytime before 16 August 2021. Rebooking must be made by 30 November 2020.</p> <p>Please note that you still have to pay the fare difference if the new ticket is more expensive than your original one. The offer is valid on all SAS operated flights except for SAS charter flights. Please note that you can only rebook to a new flight 361 days ahead. If you want to travel later than 361 days ahead you will need to wait until later to rebook your flight.</p> <p>Rebooking is only possible to and from the same destination as your original booking</p>		<p>or visit SAS trade site (user credentials needed): https://www.sassalesinfo.com/content/Login.html</p>

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<p>(Published 14MAR20 - Updated 15JUN20)</p> <p>We allow any customer traveling up until the 17 August 2020, on all route areas except Norway domestic, to cancel their booking and receive a voucher in the value equivalent to their original booking. For Norway domestic the offer is valid for travel up until 15 July 2020.</p> <p>The voucher is valid for 12 months from the date of issue. It can be used to book a new flight to any of our destinations or to buy travel extras. If you applied and received a voucher before April 22, the old limitation of 30 November will be removed, and your voucher will automatically have the new validity of 12 months.</p> <p>To be eligible to apply for the voucher, you must have made your booking through SAS' website or SAS Customer Service. Not valid for bookings paid partly or fully with EuroBonus points.</p> <p>The SAS Travel Voucher: can be used by you or another traveler. is valid for trips to any SAS destination. is valid to use within 1 year after the date of issue. can be used via SAS's website or SAS Customer Service. can be used as full or partial payment for a new trip and any remaining value will remain on the voucher until it expires. is non-refundable.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>		
SWISS	See LUFTHANSA entry.	12-Aug-20	https://www.swiss.com/ch/EN/variou/fag-rebooking-coronavirus
TAP PORTUGAL	<p>Rescheduling is even easier! For tickets issued between July 1 and 31 of August 2020, with an original travel date until October 31 of 2020 also have access to more flexibility and can take advantage of a free change and with an additional discount of 15EUR/USD or 50EUR/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>	12-Aug-20	https://www.flytap.com/en-pt/special-conditions
	<p>Conditions for changes for tickets issued between July 1 and 31 August 2020 Valid for tickets issued between 1 July and 31 July 2020, with original travel dates between 1 July 2020 and 31 October 2020; * Change must be made 21 days prior to the date of the first flight; * 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 – 15 EUR/USD discount; * Discount value for long-haul flights – 50 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; * New travel date must be prior to 30 June 2021 or within the validity of the ticket, restriction is applies to the date that is the first to expire; * Valid only for reservations in which no flight has been flown; Valid for TAP operated flights; * The validity period of the ticket cannot be extended; * Valid for Corporate tickets.</p>		

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
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>	12-Aug-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>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 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>See website for full Terms and Conditions</p>	12-Aug-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>	12-Aug-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>My flight has been cancelled. What are my options? 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 fee to make this change, and if you choose to travel on the same route up to 30th November 2020, we'll also waive any differences in the fare. You can change the passenger names if you'd like someone else to benefit from your booking too.</p> <p>Our flexible no change fees policy Customers with tickets issued: On any date Originally due to travel: 12 Jun 2020 - 30 Nov 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. Can rebook between 01 Dec 2020 - 30 Sep 2022 - Potential differences in fare may apply.</p> <p>Originally due to travel: 01 Dec 2020 – 30 Apr 2021: Can rebook between: Within 21 days of your original travel date - Any potential differences in fare will be waived if you choose to travel on the same route and in the same cabin. 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. Can rebook between: 01 Dec 2020 - 30 Sep 2022 Potential differences in fare may apply if travel is not within 21 days of your original travel date</p>	12-Aug-20	https://flywith.virginatlantic.com/gb/en/news/coronavirus.html

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
VUELING AIRLINES	<p>INVOLUNTARY CHANGES</p> <p>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.</p> <p>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 with flight departures between March 10 and August 31)</p> <p>We understand that the current situation requires greater flexibility, so we're offering the chance to request a flight credit or to change the dates of all your customers' bookings which include flights between March 13th and August 31st 2020 with no penalty.</p> <p>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 at least 15 days before departure 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>	12-Aug-20	https://partners.vuelingnews.com/2020/03/04/vueling-flexibility-policy/?lang=en

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
MEA			
COMAIR PTY LTD	<p>"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.com or British Airways (operated by Comair) flight ticket for a departure between 14 March and 31 October 2020 with a ticket number starting with 161, would have had an opportunity to complete and submit the Customer Election Form by 17 June 2020 as communicated via email, the company's website, travel agents and the media.</p> <p>Customer election forms were accepted until Sunday, 21 June 2020. The customer election process has now been closed and the business rescue team will not process any further customer elections or requests.</p> <p>Persons who have elected to keep the value of the booking, will be able to make a future booking with Comair, subject to availability and difference in rates, fares and/or taxes, via our Contact Centre or your travel agency. Our Contact Centre will reopen when Comair resume operations.[...]</p> <p>Tickets Purchased via a Third Party Persons who have purchased a kulula.com or British Airways (operated by Comair) flight ticket for a departure between 14 March and 31 October 2020 from a third party (i.e. a ticket which does NOT start with 161), should direct their queries to the travel agent, British Airways or the partner airline from whom the ticket was initially booked. A list of contact details for Comair's travel and airline partners is available here."</p>	12-Aug-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 31 July 2020."</p> <p><i>(Agents - please refer to MyTravel port / KB article linked at top of file for credit retention solution.)</i></p>	12-Aug-20	https://www.flydubai.com/en/contact/operational-updates/modification-fee-waiver-flydubai

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
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>(Agents - please refer to MyTravel port / KB article linked at top of file for credit retention solution.)</p>	12-Aug-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'd like you to know that you now have two new options that offer you the flexibility to fly with us again when you're ready if you booked a ticket on or before 31st August 2020 for travel on or before 30 November 2020.</p> <p>What are the different reasons your ticket/ booking could be affected (for tickets issued on or before 31st August 2020 with at least one coupon where the scheduled Emirates departure is on or before 30 November 2020)?</p> <ul style="list-style-type: none"> - Flight Cancellation: Emirates flight is cancelled for a specific date or route is suspended for a continuous period of time - Travel ban: Where there is an explicit government notification that prohibits travel from either point of journey origin or destination - Travel advisory: A general government advisory against non-essential travel but no travel ban - Visa process change / Quarantine: Visa process which required visiting an embassy/consulate OR mandatory quarantine at origin or destination - Passenger is unable to reach airport: Countries which have a government lockdown and passengers are unable to reach airport. <p>How to simply keep your ticket for the future</p> <p>You can choose to keep your ticket and we'll extend its validity to 24 months from the date of your original booking. 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>*Emirates regions are: Africa; Australasia; Europe; Far East; Gulf, Middle East and Iran; Indian Ocean Islands; North America; South America; West Asia.</p> <p>What is the "Travel voucher" option for?</p> <p>You can also convert your original booking into a travel voucher. The value of your travel voucher will be equivalent to the amount you paid for your original booking. We can only provide a travel voucher for the part of your booked itinerary that you have not completed. The travel voucher will be valid for one year from the date of issue, and you can use it for flights or other Emirates products and services up to its value and can be extended for another year.</p> <p>Can I use the travel voucher for other products and services?</p> <p>Yes, with the travel voucher, you convert the amount you paid for your ticket and any add-ons into credit for your future trips. You can also use it to pay for other Emirates services. The travel voucher gives you the flexibility to make as many transactions as you need until you have completely used up its value.</p> <p>Can I change my destination with 'Keep your ticket' or a travel voucher?</p> <p>Yes, you can change your destination with either options. It will be valid for one year from the date it is issued and can be extended for another year.</p> <p>The fare you paid will be accepted for any flight to the same destination or within the same region. For example, if your original booking was for London, you can rebook it for Amsterdam at no extra charges."</p> <p>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</p>	12-Aug-20	<p>https://www.emirates.com/nl/english/help/keep-your-ticket/</p> <p>https://www.emirates.com/nl/english/help/refund-request/</p>

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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>	12-Aug-20	https://www.ethiopianairlines.com/aa/travel-updates
ETIHAD AIRLINES	<p>"How to change your flight</p> <p>If you booked your flight before 31 August 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>	12-Aug-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><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>		https://bit.ly/Etihadpolicy5

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
FASTJET	<p>"Our Book with Confidence Commitment</p> <p>In these unprecedented times, we know how important it is for our customers to have peace of mind and flexibility. As part of our service focus, our Flexible Booking Policy is our commitment to you, our valued customer, offering the option of unlimited changes with no additional costs or fees on all flights until 30 November 2020.</p> <p>Our Flexible Booking Change Policy (COVID-19) applies if you are holding an existing and fully paid booking for travel up to and including 30 November 2020, and we have also extended this offer to all our customers who secure new bookings with travel dates in the same period.</p> <p>All we require to change a booking is a minimum of 48 hours' notice ahead of your new preferred travel date. This will allow us enough time to complete and finalise the booking changes you require.</p> <p>If you are holding a confirmed booking for a travel date in the past that you were unable to use due to the government-imposed lockdown restrictions, there is no need to contact us until a new travel date is known. Your booking remains valid and will be held securely in our booking systems.</p> <p>Flexible Booking Change Policy (COVID-19) Terms & Conditions</p> <p>Unlimited changes are permitted. No change fee will apply No fare difference will apply. All booking changes and travel must be completed by 30 November 2020. Rebooking remains subject to space. Changes apply to all passengers listed on a booking. Valid for FN334 ticket stock only. Name changes are not permitted. Rerouting is not permitted. Refunds, except taxes, are not permitted. Applicable on Fastjet Zimbabwe Ltd schedule flights up to and including 30 November 2020. After the 30 November 2020, standard Terms and Conditions of Carriage and standard fare rules shall apply.</p> <p>Additional Conditions:</p> <ul style="list-style-type: none"> - The Flexible Booking Change Policy (COVID-19) applies to all customers holding existing and fully paid bookings for travel up to and including 30 November 2020, irrespective of the date the booking was made. - Rebooking assistance will be offered via email only at customer.zimbabwe@fastjet.com. - When writing to us you must provide the following: <ul style="list-style-type: none"> -Booking reference -Full name and surname of the passenger(s) -The preferred new travel date and flight time of choice. - All booking changes must be requested 48 hours before the proposed new travel date. This support is offered Monday to Friday 08h30 to 17h30 only and will exclude weekends and public holidays. - Fastjet Zimbabwe Ltd reserves the right to amend these conditions as may be reasonably required and without any prior notification to its customers or members of the trade. <p>Additional Information</p> <p>For group booking changes, contact us for assistance via [email - see link] If you have used part of your ticket, and still have some unused flight segments, our flexible booking change policy applies too."</p>	12-Aug-20	https://www.fastjet.com/en/information-central/covid-19-information-faq/flexible-booking-change-policy
GULF AIR B.S.C.	<p>"We understand that with the current global ever-changing environment, you might need to change your travel plans and bookings, that's why we're offering you more flexibility with your tickets! You can change your booking without fees, exchange your ticket anytime for one year or refund your tickets until 30 September2020.</p> <p>If you've booked directly with us, please contact us through our mobile app, World Wide Contact Centre or your local Gulf Air office to arrange your credit. If you've purchased your ticket through a travel agent, please contact them directly.[...]</p>	12-Aug-20	https://www.gulfair.com/flights/special-deals/no-fees-unlimited-changes?affiliate_id=20200310 No Fees

Airlines by Region			
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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<p>Terms and conditions:</p> <ul style="list-style-type: none"> -Passengers will be able to rebook their flights to a later date with unlimited changes for no fees or penalties. If the new booking commences on or before 30 September 2020, difference in fare will not apply; any bookings commencing on or after 1 October 2020, the difference in fare will apply. -For existing bookings, passengers may keep the ticket without having to commit to a new flight date and the ticket value will remain valid for a maximum of 1 year from the original ticket issuance date, irrespective of the ticket validity. -Passengers may change their original booking to another destination. -Passengers affected by flight cancellations can opt to refund their tickets without penalties or refund fees. -Passengers who opt for refunds where flights are still operating will be subject to the ticket fare rules and refund fees. -Applicable to individual bookings only and not applicable to group bookings. -Applicable to all tickets, including redemption and partially utilized tickets, issued up to and including 30 September 2020. -Applicable to all departure dates. 		
	<ul style="list-style-type: none"> -All fees, penalties and service charges will be waived, including no-show fees. -Rebooking date is subject to a maximum of one year from the original ticket issue date. -The new flight departure date must be for outbound travel up to a maximum of 1 year from the original ticket issue date, irrespective of the ticket validity. -Flight postponement is for the same passenger and is non-transferable. -Ticket value will remain unchanged. -Difference in fare and taxes will apply. If the fare for the new trip is higher, the passenger will be requested to pay the difference. If the fare for the new trip is lower, there will be no refund of the difference due. -Fare differences will apply if a child becomes an adult after the date of original travel or where an infant becomes a child. -All associated seat reservation and excess baggage purchases will be honored for the new booking." 		
JAZEERA AIRWAYS	<p>"Are offering passengers additional flexibility when amending their bookings. For ticketing on/after 07 March 2020 and on/before 31 August 2020 we have waived cancellation and rebooking fees across the network."</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	12-Aug-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: -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 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>	12-Aug-20	https://www.kenya-airways.com/Coronavirus-travel-updates/en/

Airlines by Region			
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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 reorganize 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 hustle -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>	12-Aug-20	https://www.kuwaitairways.com/en/information/updates/2020/08/12/kuwait-airways-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." <i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>		

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
MIDDLE EAST AIRLINES	<p>"Rebooking A zero change fee on all tickets originally booked during airport closure has been put in place. Original Booking -> Between 19 March 2020 & 30 June 2020 Free New Booking -> Between 01 July 2020 & 12 December 2020 Terms & Conditions: For routings with only ME flight number; new bookings must be on the same destination, same original cabin and on ME operated flights. Difference in fare if any shall not be charged. For routings involving both ME flight and other carrier, zero change fee is still offered however difference in fare may be applicable. Passenger shall require rebooking either from our sales offices, our Call Center, or the Travel Agencies from which the ticket was purchased."</p> <p>"Refund " Tickets booked during airport closure are eligible for a full refund. Between 19 March 2020 & 30 June 2020 Terms & Conditions: Refund's should be requested from the office where tickets have been purchased either through MEA sales offices or our Call Center. Tickets issued online can be refunded online through our Refund Service Office. Tickets purchased from a travel agent can only be refunded by the travel agency from which the ticket was purchased.</p>	12-Aug-20	https://www.mea.com.lb/english/covid19-and-travel/adjusting-your-travel-plans#rebooking
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>	12-Aug-20	https://www.omanair.com/nl/en/about-us/press-releases/oman-air-offer-change-fee-waivers-light-coronavirus-outbreak
PAKISTAN INTERNATIONAL AIRLINE	<p>international flight operations have been suspended . We are operating a number of special flights during this period for repatriation of our customers. We are working closely with authorities and we aim to gradually return to regular operations as soon as circumstances allow.</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>TRAVELLING TO PAKISTAN TRAVELLING TO CANADA TRAVELLING TO MALAYSIA TRAVELLING TO THE UAE TRAVELLING TO CHINA TRAVELLING TO THE UK TRAVELLING TO EUROPE TRAVELLING TO KUWAIT TRAVELLING TO QATAR TRAVELLING TO KOREA TRAVELLING TO FRANCE</p>	12-Aug-20	https://www.piac.com.pk/travel-advisory-updates
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 Qile's, 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>	12-Aug-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)
	<p>- If you have booked your ticket through 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</p> <p>- 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 centers</p> <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> <p>- 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> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>		
ROYAL AIR MAROC	<p>Below the updated provisions with the extension of eligibility for tickets issued during the month of June and the initial date of travel until October:</p> <ul style="list-style-type: none"> •The travel dates affected by the cancellations are: any departure date initially scheduled before June 30, 2020 included ,in addition to the flights canceled following the Coronavirus pandemic (COVID-19). This decision reflects the instructions of the government of Morocco and we will remain alert to any new development. however, you can change freely and as many times as possible the date of departure and the destination or get a refund of your ticket in exchange of a voucher valid for 18 months. To do so, please send an email to the address: callcenter@royalairmaroc.com. We wish to reassure our clients that absolutely all their requests will be processed. •To allow their customers to plan and enjoy their future trips, Royal Air Maroc offers the customers the refund of the ticket in exchange of a voucher. This voucher is valid 18 months from the date of issuance and is redeemable in cash after the expiry date. The vouchers issued previously will automatically benefit from this 18 months extension. We invite you to contact your travel agency or our 5 call center by sending an email to callcenter@royalairmaroc.com. We wish to reassure our clients that absolutely all their requests will be processed. <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	12-Aug-20	https://www.royalairmaroc.com/uk-en/information/frequently-asked-questions?categoryId=40980645

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ROYAL JORDANIAN AIRLINES	<p>"Following options are provided to passengers affected by the flight suspensions when Sales Validity between 1 January 2019– 1 September 2020 and Travel Validity between 17 March 2020- 1 September 2020</p> <p>Reservation Date Change: 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 1 September 2020</p> <p>Voucher (EMD): Offering you more flexibility to fly with us again, we have now more options for passengers choose from: 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> <p>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</p>	12-Aug-20	https://ri.com/en/ri-policy-regarding-coronavirus
RWANDAIR EXPRESS	<p>"RWANDAIR TO EXTEND THE TEMPORARY SUSPENSION OF PASSENGER FLIGHTS – UPDATE 6. Kigali, July 1st, 2020 – Rwanda's borders remain closed to commercial flights in order to curb the spread of Covid-19. Ryanair will therefore extend the temporary suspension of passenger flights until the restrictions are lifted....." REBOOKING FEES Tickets issued on/before 30June 2020 A three (3) time rebooking waiver is permitted free of charge provided it is within the same booked cabin. No fare difference shall be charged. Reservation and rebooking fee are waived regardless of whether or not booked flight was cancelled. These three (3) rebooking waivers is permitted on all tickets issued within this period and passenger is allowed to rebook their tickets to any date not exceeding 31Dec 2021...."</p>	12-Aug-20	https://www.rwandair.com/media-center/news-press-releases/rwandair-flexible-policies-on-rebooking-cancellations-and-refunds/
SAUDI ARABIAN AIRLINES	<p>"TRAVEL CONDITIONS UPDATES 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>TICKETS WAIVER DETAILS 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. WAIVER DETAILS FOR UNACCOMPANIED MINORS TICKETS - No ticket issuance for unaccompanied minors under the age of 15 years. - Waiver period: until further notice. - Refund without fees for pre-issued tickets valid for travel during suspension period. - Applicable on all international and domestic flights "WAIWER</p> <p>DETAILS FOR GUESTS WHO ARE REFUSED FOR TRAVEL DUE TO SUSPECTED INFECTION OR INFECTED WITH COVID-19 In case Refusal for travel due to Suspected infection of COVID-19 with an approved letter received from the relevant authorities at the airport confirming the situation, then, In this case, the guest can choose one of the following options:</p>	12-Aug-20	https://www.saudia.com/covid-19

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<p>Refund of the ticket (according to the original payment without fees). Re-validation to the same final destination (class of service and RBD must be the same), without charging fee for one-time only. Re-issue to the same destination without fee for one time only, fare difference shall be collected if any. Change the itinerary to any destination (based on guest request) without fees With collection of fare difference if any and for one time only. Applicable on all SAUDIA domestic flights and international flights originating from Saudi Arabia. Effective period: Immediately and until further notice. Guests infected with or suspected of being infected with COVID19 who had undergone a medical examination and received a conformation text message, within 14 days period before/after the flight date they will be offered to choose one of the following alternatives: Refund of the ticket (according to the original payment without fees). Re-validation to the same final destination (class of service and RBD must be the same), without charging fee for onetime only....."</p>		
	<p>"WAIVER DETAILS FOR INTERNATIONAL FLIGHTS INTERNATIONAL FLIGHTS (EXCLUDING EVACUATION TICKETS) Waiver period: All 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). 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....."</p>		
SOUTH AFRICAN AIRWAYS	<p>"South African Airways (SAA) advises all customers that due to the COVID-19 (Coronavirus) pandemic, and in response to a government travel ban aimed at stopping the transmission of the Coronavirus that all SAA operated flights on our International and Regional routes are suspended until end July 2020 and Domestic services are suspended until mid-July 2020. "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>	12-Aug-20	https://bit.ly/2JmiP1C
	<p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>		https://www.flysaa.com/flight-suspension-policy
TAAG-LINHAS AEREAS DE ANGOLA	<p>"- For trips scheduled between March 17th and April 30th, charges for any rescheduling penalties are exempted. - During this period, passengers can make changes/reschedules of their trips according to the availability of seats, ticket validity and length of stay. [...]</p>	12-Aug-20	http://www.taag.com/en/Taag/News
	<p>- In the event of cancellations, TAAG will reimburse passengers for the full fare, including tickets purchased with miles."</p>		https://bit.ly/33IYmt8