

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>

Many airlines listed are now filing ATPCO Emergency Flexibility (Record 0), meaning Rapid Reprice will handle COVID-19 policies for change and reissue automatically, read more on Travelport KnowledgeBase here (agent login required):- https://travelportorod.service-now.com/mytravelport_support?tid=advisory&table=sn_publications_publication&sys_id=a88cd402db41dc5074d71828139619fb

Please note: Updates to this COVID-19 Airline Policies file will cease from 1st of October

LATAM AIRLINES

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, please review link for policy, travel dates and other important information	30-Sep-20	https://www.aerolineas.com.ar/es-bo/landingsespeciales/landings/791_informacion-importante-coronavirus?zrdct=true
AEROMEXICO	Flexible travel waiver for customers who booked their flight as of July 1, 2020. Ticket must begin with 139 (also applies to codeshare flights). Branded Fares can have the date changed at no extra cost (includes: Classic Fare, AM Plus, Flexible Fare, Comfort, Clase Premier). Voluntary and Involuntary changes can be made please review link for terms and conditions.	30-Sep-20	https://aeromexico.com/en-us/notifications-for-passengers
AEROVIAS DEL CONTINENTE AMER - AVIANCA	Offering more flexible policies to manage trips. Please review link for policy information by ticket purchase date.	30-Sep-20	https://www.avianca.com/us/en/about-us/news-center/avianca-news/protection-measures-for-passengers-covid19/
AIR CANADA AND AIR CANADA VACATIONS	A one-time change without a fee for all new and existing tickets issued through December 31, 2020 for original travel between March 1, 2020 and December 31, 2021 can be made. Refundable tickets will be refunded as per the fare rules; a cancellation fee may still apply.	30-Sep-20	https://www.aircanada.com/us/en/aco/home/book/travel-news-and-updates/2020/covid-19.html#/cancel-existing
AIR TRANSAT	Book a flight to any destination by December 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.	30-Sep-20	https://www.airtransat.com/en-US/book/book-with-peace-of-mind
ALASKA AIRLINES	Please review link for peace of mind waiver, which waives change or cancellation fees based on ticket purchase date.	30-Sep-20	https://www.alaskaair.com/content/advisories/travel-advisories
AMERICAN AIRLINES	Please refer to link for latest updates on change fee waivers.	30-Sep-20	https://www.aa.com/i18n/travel-info/coronavirus-updates.jsp
COPA AIRLINES	Copa Airlines is offering flexible travel plans via 3 different options. Please reference link to view plans and make a selection.	30-Sep-20	https://www.copaair.com/en/web/gs/options
DELTA AIR LINES, INC.	We are broadly waiving change fees for travel, including any flights purchased before April 17, 2020, departing March 2020 through March 2021 and all tickets purchased March 1 through December 31, 2020. If travel is eligible for a waiver, travel dates and new destination can be selected. Unused tickets will be applied toward a new flight, and in some instances a fare difference will apply. The fare difference will be waived for changes to existing travel March through September 2020 if originally purchased before April 17th and traveling to the same destination before September 30, 2020.	30-Sep-20	https://www.delta.com/us/en/travel-update-center/cancel-change-requirements
FRONTIER AIRLINES	Please reference link for flexible change/cancellation policies and rules by date of booking.	30-Sep-20	https://www.flyfrontier.com/travel/travel-info/new-change-policy/

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GOL LINHAS AEREAS S.A	Please reference link for flight rescheduling, cancellations and credits based on original travel date, chart is provided on website.	30-Sep-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.	30-Sep-20	https://www.hawaiianairlines.com/legal/schedule-change-policy
JETBLUE AIRWAYS	Book a new flight through February 28, 2021 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.	30-Sep-20	https://www.jetblue.com/travel-alerts
LATAM AIRLINES	<p>TICKET CHANGE Change the date of your flight at no additional cost (same destination and cabin class) without penalties or fare differences. The new flight must be completed no later than December 31, 2020.</p> <p>CANCEL YOUR ITINERARY AND LEAVE YOUR TICKET OPEN TO RESCHEDULE LATER Tickets to fly up to April 30, 2020, you can cancel your itinerary and leave the ticket open to reschedule to a future date not later than December 31, 2020.</p> <p>CHANGE ORIGIN/DESTINATION Origin or destination of your ticket without penalty. Your new ticket will be valid until the expiration date of the former ticket. Fare difference might apply.</p>	30-Sep-20	https://www.latam.com/en_us/experience/coronavirus/affected-flights/
SOUTHWEST AIRLINES	<p>Beginning September 8, 2020, any travel funds created from a nonrefundable, Wanna Get Away® ticket can be used for up to one year from the original purchase date.</p> <p>To qualify, your travel fund a) must expire on September 7, 2022, b) name must match the name on your Rapid Rewards account, and c) must have originated from a ticket purchased on Southwest.com®, booked by a Southwest Airlines Customer Representative, or approved by your employer. You must request to convert your travel fund by December 15, 2020. Conversion is non-reversible. When travel funds are converted to Rapid Rewards points, these points will not count toward earning tier status nor earning Companion Pass®. Rapid Rewards points cannot be used to pay taxes or fees.</p>	30-Sep-20	https://www.southwest.com/Coronavirus/
SPIRIT AIRLINES	We are waiving change and cancellation fees for Guests who book travel by Saturday, October 31 2020. If you cancel your flight, you will receive a full purchase price reservation credit instantly.	30-Sep-20	https://www.spirit.com/notices
SUN COUNTRY AIRLINES	Please reference link for detailed change and cancellation policies based on direction and traveller.	30-Sep-20	https://www.suncountry.com/terms-and-conditions/changes-cancellations
UNITED AIRLINES	<p>We're permanently getting rid of change fees for most Economy and Premium cabin tickets for travel within the United States. This includes Alaska, Hawaii, Puerto Rico and the U.S. Virgin Islands.</p> <p>For all other destinations, change fees are waived through December 31, 2020.</p>	30-Sep-20	https://www.united.com/en/us/fly/covid-update.html
WESTJET	Flexible change or cancellation fees based on booking date, please reference link for policies.	30-Sep-20	https://www.westjet.com/en-ca/travel-info/change-cancel#change-cancel-covid

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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.	30-Sep-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) / 30 Sep 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>	30-Sep-20	http://www.airindia.in/images/pdf/Waiver-no-29-DOM-2020-dated-17-June-2020-Air-India-Domestic-tickets-converted-converted.pdf http://www.airindia.in/images/pdf/Waiver-no-30-INT-2020-dated-02nd-September-2020-converted-converted.pdf
AIR NEW ZEALAND	<p>For customers ticketed on Air New Zealand ticket stock between 24 January – 31 March 2021, there are some exceptions to the fare rules for refunding depending on routes, these are listed in the provided link. If the customer is not eligible due to one of these reasons, normal fare rules apply.</p> <p>Please refer to link for more details about the ticket credit policy and the refund eligibility. (Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</p>	30-Sep-20	https://www.airnzagent.co.nz/covid-19-coronavirus-flexibility-policy
ALL NIPPON AIRWAYS CO LTD	<p>For Japan domestic flight - For all Japan domestic flight tickets (including Japan domestic awards and domestic tours) departing from Friday, February 28, 2020 to Tuesday, Jun 30, 2020 you can change your flights or request a refund. 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 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 September 16, 2020 and departures from February 26* up to 30November, 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>	30-Sep-20	https://www.ana.co.jp/en/ip/notice/notice_009.html https://www.ana.co.jp/en/ip/topics/notice200123/

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ASIANA AIRLINES	<p>Waiving refund penalties for flights meet below eligibility: Category 1--Flights traveling to/from China (including Hong Kong/Taiwan) - Departure date: 24 Jan 2020~25 Apr 2020 - Ticket issue date: Before 27 Jan 2020 - Retrospective application : tickets reissued/refunded with fees after Jan 20th, departing before Apr 25th; Category 2--Itineraries from/to countries with travel restrictions due to Corona19:Passengers subject to entry restrictions and quarantines. Ticket issue date: ~ 30 Jun 2020 (※ Limited to departures before 10/31) Category 3--- Those who are subject to isolation (suspicious patient, subject to investigation) : requires attachment of diagnosis - Medical personnel : Medical personnel : requires attachment of employment certificate and official travel restriction document - Military service personnel : requires military service document and official travel restriction document - International Student : requires attachment of student ID and proof of postponed school starting date ※ Family members subject to the above : requires family relation document and accompanying reservation number - Ticketing date : 24 January 2020 to 30 June 2020 - Retrospective application : tickets reissued/refunded with fees after Jan 20th, departing before Oct 31st. Please refer to link for more details.</p>	30-Sep-20	https://www.flyasiana.com/C/ID/EN/customer/notice/detail?id=CM202002040001195374
CATHAY PACIFIC AIRLINES	<p>Waiving cancellation fees for all destinations/ origins with ticket booked on/before 23 March 2020 and travel dates from 1 June to 31 December 2020. If you do not wish to cancel your flight, you can change your ticket or exchange it for Cathay Credits. "For bookings made through a travel agent or third-party website, please contact them directly for changes." Please visit the provided reference link for more details</p>	30-Sep-20	https://www.cathaypacific.com/cx/en_HK/covid-19/refunds.html
CHINA AIRLINES	<p>*Eligibility: Passengers holding CI/AE valid tickets with confirmed travel date between 20JAN20-31DEC20, and are not entitled to enter/transfer, or required to isolate/quarantine, or are denied boarding due to fever symptom based on local government's policy on COVID-19. *Rebooking / Reissue / Reroute: a. The ticket can be changed to other CI/AE flights within ticket validity. Any fare/tax differences including booking service charge incurred shall be paid by the passenger. Reissue charge including over-counter charge shall be waived once. b. Tickets issued on The CI website please contact China Airlines branch office or Call Center to change bookings. *Refund: Full refund for unused tickets without imposing any refund service charge or penalty. Payments of chargeable seats, pre-paid excess baggage can be fully refunded. Please contact China Airlines branch office for a refund request. *Application Date: Must file applications on/before 28FEB21. Please contact your travel agency or CI/AE branch office for ticket change or refund. Please refer to link for details.</p>	30-Sep-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. According to the Notice on Boarding with Negative Certificate of Nucleic Acid Test of COVID-19 for Passengers Traveling to China on China-bound Flights jointly announced by the Civil Aviation Administration of China, the General Administration of Customs of China and the Ministry of Foreign Affairs on July 20, 2020, passengers traveling to China on flights of China Eastern Airlines are required to present their negative results of COVID-19 nucleic acid tests before boarding the planes. Please visit the provided reference link for more details of the affected flights and the specific instructions of Negative Certificate of Nucleic Acid Test of COVID-19.</p>	30-Sep-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 note that the Chinese and foreign passengers who take the listed flights of China Southern Airlines to China (including those transiting from such countries to China) must hold their own negative certificates of COVID-19 nucleic acid test to board the flights to China.</p> <p>Please visit the reference link for more information about the affected flights.</p>	30-Sep-20	https://www.csair.com/en/about/news/notice/2020/
EVA AIRWAYS CORPORATION	<p>*Eligibility: For passengers holding EVA(695)/UNI AIR(525) tickets with confirmed booking on BR/B7 international cross-strait and Hong Kong/Macau flights</p> <p>(a) Tickets issued on/before 12AUG, 2020 and</p> <p>(b) Ticketed flight date : Italy Between : 01JUN,2020 and 31JAN, 2021 Others Between : 01JUN,2020 and 31DEC, 2020</p> <p>Regardless the ticket issuing date, for passenger's flight date between 01JUN,2020 and 31DEC, 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). For eligible passengers encountered flight cancellation are also subject to this handling guideline regardless the ticket issuing date and flight date.</p> <p>*Application: The application must be submitted on/before 31DEC, 2020.</p> <p>*Refund: Refund fee of the tickets and/or ancillary services will be waived. The Booking Service Charge paid for the unused coupons may be refunded as well.</p> <p>*For tickets purchased from travel agents, please contact your travel agent for refunds.</p> <p>*For change and refund applied on/after 14AUG, 2020 , please follow the instruction of this handling guideline.</p> <p>*The passenger who has been charged on/before 13AUG, 2020 is not allowed to reimburse the reissue/refund fee based on this bulletin.</p> <p>Please visit the reference link for more information.</p>	30-Sep-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>	30-Sep-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>	30-Sep-20	https://www.jal.co.jp/en/info/2020/dom/200228/
	<p>For JAL international tickets issued by Japan Airlines starting with '131' on/before June 11, 2020 with departure date from February 28 - October 31, 2020 inclusive, it is possible to make your request on/after September 7 for</p> <p>1) change your flight once to a date on/before Mar 31, 2021 (excluding December 15, 2020 - January 15, 2021), or</p> <p>2) refund regardless of ticket rules and conditions.</p> <p>Please refer to link for more details</p> <p>"If your booking was made at travel agency, please contact your travel agency"</p>		https://www.jal.co.jp/en/info/2020/inter/200127_02/

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KOREAN AIRWAYS CO LTD/SELCW	<p>1. Application : Korean Air International flights ticket</p> <p>2. Period : Travel date February 2, 2020 ~ October 31, 2020, Issued on/before April 1, 2020</p> <p>3. Applicable Charges Refund penalty Waiver 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 - Only fully unused ticket can be rescheduled on/before February 28, 2021 regardless of ticket validity 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>	30-Sep-20	https://www.koreanair.com/global/en/about/news/travel_info/2020_03_covid/
MALAYSIAN AIRLINE SYSTEM BERHA	<p>Tickets purchased on or before 30th June 2020 for travel during 2020/2021, will now be valid for rebooking by 30th June 2021 and travel by 31st December 2021. Additionally, customers will also be able to make unlimited changes to their travel dates as well as have flexibility to change their destination with no change fees applied.</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 30th June 2021 and to be completed by 31st December 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>	30-Sep-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. OPTION 2: Rebook or Reroute your ticket-Unlimited (No rebooking fee) 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; *Economy Saver & Economy Value: Totally Unused: Refundable with fee; Partially Used: Non- Refundable; *Economy Flex: Refundable without fees; *Premium Economy: Refundable with fee; *Business Value: Totally Unused: Refundable with fee Partially Used: Non- Refundable; *Business Flex: Refundable without fees;</p> <p>Please visit reference link for more information.</p>	30-Sep-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>	30-Sep-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>	30-Sep-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. **If you have booked through a Travel agent, you may contact your Travel agent for further assistance with your bookings.</p>	30-Sep-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-) If you are holding a Thai Airways fully unused ticket, you can request a travel voucher of which the value is equivalent to the value of the current ticket. You will receive the first travel voucher which is valid 1 year from the date of voucher request. If you do not rebook your flights within the Travel Voucher expiry date, THAI will send you the second THAI Travel voucher of which the final validity date is until December 2022.</p> <p>Option 3: Refund for partially used tickets ticket number starting with 217 If some sectors of your ticket have been cancelled by THAI and/or THAI Smile, and you have already used part of your ticket, the refund will be calculated based on flight(s) flown and settled by the original issuing office.</p> <p>Please refer to link for more details.</p>	30-Sep-20	https://www.thaiairways.com/en/contact_us/thai_special_assistance_form.page?

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
VIRGIN AUSTRALIA INTERNATIONAL AIRLINES	Virgin Australia is providing additional flexibility to protect customers purchasing tickets considering concerns around COVID-19. Domestic Australia - All – Travel dates 22 April 2020 – 31 January 2021 (inclusive) International - All – Travel dates 22 April 2020 – System range For both domestic and international flights' refund request- Voluntary– As per fare rules; Involuntary– Where no suitable alternative flights are available, refund may be issued to original form of payment; Please refer to link for more details.	30-Sep-20	https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#commercial-policies
VISTARA	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.	30-Sep-20	https://www.airvistara.com/in/en/coronavirus-update

Airlines by Region

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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 (which is automatically under the Light fare after 15th September) 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 (which is automatically under the Light fare after 15th September) 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 (which is automatically under the Light fare after 15th September) after 15th of June, then ticket changes are allowed based on the fare regulations you will find here. (see website) All tickets booked under the Light, Flex, ComfortFlex and Business fare allow changes based on the fare regulations you will find here. (see website) <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	30-Sep-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> 	30-Sep-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>	30-Sep-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>Redeem your VOUCHER until 30/09/20. Valid for travel until 15/12/20 on flights operated by Air Europa. Sales through our website, at our offices or through the Call Center. Discount not applicable to airport taxes or cumulative with other promotions. For bookings at the resident's rate, you must make the reservation through our offices or by calling the Call Centre (not valid via the web).</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	30-Sep-20	https://www.aireuropa.com/es/en/aea/redeem-voucher.html
AIR FRANCE	<p>YOU WANT TO POSTPONE YOUR TRIP</p> <p>You can postpone your trip under several conditions, depending on the date you purchased your ticket and the date of your new trip. Please note that any changes must be made prior to the departure date of your initial flight.</p> <p>If you purchased your ticket from a travel agency, please contact them directly for more information.</p>	30-Sep-20	https://www.airfrance.ie/IE/en/common/page_flowtante/hp/news-air-traffic-air-france.htm

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<p>YOU WANT TO CANCEL YOUR TRIP</p> <p>If you have a ticket for a flight initially scheduled before 31 March 2021, you can request a refundable voucher or a refund according to the fare conditions of your ticket. Please note that this request must be made prior to the departure date of your initial flight.</p> <p>If you purchased your ticket from a travel agency, please contact them directly for more information.</p> <p>If you purchased your ticket on our website or from an Air France ticket office, you can make the request directly online* from the My Bookings section of our website or mobile application. The voucher value may be increased by a bonus of up to 15%, if you use it before 31 October 2020 for a departure on or before 15 June 2021. This voucher is valid for one year or until 31 December 2021.</p> <p>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</p>		
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 31 December 2020 for flights until 31 October 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>	30-Sep-20	https://www.alitalia.com/en_en/fly-alitalia/news-and-activities/news/info-flights/changing-travel-plans.html
	<p>One change of booking (rebooking or change of destination), with possible fare repricing, to travel within 1 year from the original flight date A nominative voucher for an amount equal to the value of the ticket purchased or its residual value, valid for one year, to fly from the voucher date of issue, to any destination offered by Alitalia (at least first leg of the itinerary of the new ticket purchased through the voucher must be flown within one year from the voucher date of issue). The voucher must be requested before the departure date of the flight that the passenger intends to renounce to. A refund for an amount equal to the price of the ticket or of the remaining value of the part or its residual value completed, only if the refund is allowed by the fare rules of the ticket purchased.</p>		

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<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>		
AUSTRIAN AIRLINES	See LUFTHANSA entry.	30-Sep-20	https://www.austrian.com/Info/Flightinformation/Travel%20Alerts.aspx
BRITISH AIRWAYS PLC	<p>Need to cancel your booking?</p> <p>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>	30-Sep-20	<p>https://www.britishairways.com/en-gb/information/incident/coronavirus/latest-information?</p>
	<p>If you want to change the dates of your booking</p> <p>For bookings made from 3 March until 30 September 2020 on journeys that are due to have been completed by 31 August 2021, go to Manage My Booking to change your dates.</p> <p>We've waived our change booking fee so you will not be charged, although you will need to pay any difference in fare.</p>		<p>or visit BA's trade site (sign in credentials needed): http://www.britishairways.com/trade/tradegateway.jsp/global/public/en_gb</p>
	<p>If you want to change the destination and the dates of your booking</p> <p>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 30 September 2020 for travel completed by 31 August 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>		
BRUSSELS AIRLINES	See LUFTHANSA entry.	30-Sep-20	https://www.brusselsairlines.com/en-uk/misc/AlertMessageDetail.aspx

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
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. 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>	30-Sep-20	https://www.easyjet.com/en/policy/coronavirus
	<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 or mobile app through Manage Bookings. No credit is given if the new fare is lower. Standard terms and conditions apply to all changes. Please see below for more details on changes.</p> <p>If you still wish to cancel you may be entitled to a refund of Government Taxes. For new bookings cancelled within 24 hours of booking you get a full refund, minus a cancellation fee. For more information please see our Fees and Charges page.</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 or mobile app through Manage Bookings. No credit is given if the new fare is lower. Standard terms and conditions apply to all changes. Please see below for more details on changes.</p> <p>If you still wish to cancel you may be entitled to a refund of Government Taxes. For new bookings cancelled within 24 hours of booking you get a full refund, minus a cancellation fee.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>		
FINNAIR	<p>01.09.2020 GUIDELINES FOR FLIGHTS BETWEEN 1 JULY 2020 - 31 MARCH 2021 (UPDATED 01SEP)</p> <p>As travel restrictions are being removed in different countries, air travel starts to recover gradually. We will gradually add frequencies and routes back to our network from July onwards. We will add routes and frequencies month by month as demand recovers, taking into account the changes in travel restrictions in different countries. More route specific information is available here.</p> <p>Unfortunately some routes will be temporarily cancelled until the end of March 2021. You'll see the list of routes that are entirely cancelled on 1 July 2020 - 31 March 2021 here.</p>	30-Sep-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

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<p>IF A FLIGHT IS CANCELLED</p> <p>Customers can change their travel dates until 30th September 2021 without a change fee. The following policy applies:</p> <ul style="list-style-type: none"> - Finnair operated and marketed flight - Rebooking into the same booking class as the original flight or lowest available in the same cabin - Applies to all ticket types (Light, Classic, Flex etc.) - No additional PNR elements (eg. OS AY CORONA element) are needed for tickets issued for these changes. - Purchased travel extras can be moved to new flights <p>Partial or full refund of the ticket and purchased travel extras permitted. OS AY REFUND DUE TO CORONA must be added to all cancelled bookings.</p> <p>The fastest way to get refund is to process the refund directly via your own GDS system. If that is not possible, please issue a refund application via BSPlink for Finnair. Refunds of ancillary services on EMDs will be processed via refund application. In case you have already issued a refund application but choose to process the refund via GDS instead, please cancel the pending application in BSPlink.</p>		
	<p>IF A FLIGHT IS OPERATING, tickets issued between 1st April - 31st of December 2020</p> <p>Customers can change their travel dates within ticket validity without a change fee. The following policy applies:</p> <ul style="list-style-type: none"> - Ticket issued between 1st April - 31st of December, 2020 - Finnair operated and marketed flights. Code-shares and OAL flights allowed according to ticketed fare rule. - No additional collection if the same fare is available. In case of higher booking class, additional collection shall be collected. - For tickets issued between 1st April – 31 August 2020: 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. - For tickets issued between 1st September – 31 December 2020: Change must be made latest 72 hours before departure. If change is made less than 72 hours before departure the change conditions follow the original ticket rules. - Travel within original ticket validity - Applies to all ticket types (Light, Classic, Flex etc.) - Multiple changes permitted till 31 December 2020. Changes made on/after 1st January: first change permitted without any change fee for change made up to 72 hours prior to flight departure. <p>Refunds are according to ticketed fare rules.</p> <p>In case you have a booking that does not fulfil all these conditions but would like to check if our Book with Confidence policy could be still applied, please do not hesitate to contact Finnair helpdesk.</p>		

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<p>IF A FLIGHT IS OPERATING, tickets issued before 31st of March 2020</p> <ul style="list-style-type: none"> - Multiple changes allowed without a change fee for travel until 30th of November 2020 (travel must be completed by 30NOV20) - Finnair operated and marketed flight on Finnair ticket - All changes must be made before the departure of the original flight - Rebook into the same booking class as the original flight or lowest available in the same cabin - Ticket revalidation permitted - Rerouting not permitted - Change must be made by 30th of November 2020 - Applies to all ticket types (Light, Value, Pro etc.) - OS AY CHANGE OF TRAVEL DUE TO CORONA must be added to all changed bookings <p>Refunds are according to ticketed fare rules.</p> <p>In case you have a customer wanting to travel after 30th of November 2020 in this above-mentioned scenario, please contact Finnair Helpdesk to see what options are available.</p> <p>These rules also apply to individual Tour Operator bookings using TO fares, but they do not apply to Finnair Holidays, Aurinkomatkat/Suntours, other tour operators' customers or Group bookings.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>		
IBERIA AIRLINES	<p>Get a free flight change Book now with the peace of mind of being able to change your flight later.</p> <p>If you buy your trip for 2020 from May 28 to 31 October, you can change your flight for free. Applies to all fares.</p> <p>It's as simple as this:</p> <p>Request the change (date, time, origin and/or destination) up to 15 days before departure.</p> <p>Just pay the fare difference (if any).</p>	30-Sep-20	https://www.iberia.com/gb/en/covid-19/measurestaken/
	<p>Changes requested before 31 August 2020 are also permitted to fly up to 30 June 2021, with the following exceptions: not valid for flights from 9 to 12 October; from 4 to 9 December; from 19 December to 10 January 2021; and from 24 March to 10 April 2021. To change your tickets, contact your travel agent or or make your request through Manage my booking.</p> <p>If your flight has been canceled and you prefer not to fly and request other alternatives for exchange or refund, please do not hesitate to contact your travel agency or contact us through our usual customer service telephone numbers.</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>	30-Sep-20	https://www.jet2.com/flights/incident

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KLM - ROYAL DUTCH AIRLINES	<p>Tickets book with a departure before or on 31 March 2021</p> <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. However, a fare difference might still apply.</p> <p>How to rebook Log in to My Trip and change your travel dates or destination yourself if: you have a KLM, Air France or Delta Air Lines ticket, your journey has not started yet, you are not travelling with a baby (0-1 years), you did not request a special service (e.g. ordered a special meal, are travelling as an unaccompanied minor, have requested transportation of a wheelchair or pet). Did you book your ticket via a travel agent? Please contact them directly to rebook your flight.</p> <p>2. Request a refund in the form of a refundable 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 bonus. This increased value only applies if you use the voucher as an online payment method from 16 June 2020 up to and including 31 October 2020, and your new outbound flight is before 15 June 2021. At this moment, you can only receive the 15% bonus if you redeem your voucher online or by telephone. It's not possible to redeem the extra valued voucher at the airport. If the amount of your voucher is greater than the price of your new booking, you'll receive another voucher for the remaining balance. This new voucher will not have an increase in value and is refundable after 12 months. Your travel voucher is refundable.</p> <p>How to request a refundable travel voucher ... Did you book your ticket via a travel agent? Please contact them directly to request information on refund options.</p>	30-Sep-20	https://www.klm.com/travel/gb_en/prepare_for_travel/up_to_date/flight_update/index.htm

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<p>Flight booked on or after 22 April 2020:</p> <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>		
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 March 31st, 2021 you can take advantage of one of the following options to change your reservation flexibly:</p> <p>1. 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. 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. 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. 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> <p>2. 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. If you choose this option, you will receive from us an additional code entitling you to a 30% discount* on your next LOT trip. The promotional code will be valid for one year (12 months) after receipt. The code can be used to book any flights offered on the LOT route network, in all travel classes.</p> <p>3. Change the route of your journey flexibly You can also exchange your ticket for the cancelled flight for another ticket on a completely different route whenever convenient for you. If the new ticket is more expensive than the previously purchased one (e.g. a short flight to London will be exchanged for an intercontinental flight to Tokyo), we will deduct 200 PLN* from the price difference due. Take your time before you plan your next flight – you have one year from the date of purchase of the original ticket to contact us to change your departure date. You can book a new departure date for any time up to one year from the date of the original flight.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	30-Sep-20	https://www.lot.com/gb/en/current-rebooking-and-refund-information
	<p>3. Change the route of your journey flexibly You can also exchange your ticket for the cancelled flight for another ticket on a completely different route whenever convenient for you. If the new ticket is more expensive than the previously purchased one (e.g. a short flight to London will be exchanged for an intercontinental flight to Tokyo), we will deduct 200 PLN* from the price difference due. Take your time before you plan your next flight – you have one year from the date of purchase of the original ticket to contact us to change your departure date. You can book a new departure date for any time up to one year from the date of the original flight.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>		

Airlines by Region

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
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.</p> <p>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>	30-Sep-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>I have a booking (booked on or after 16 May) 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</p>		https://www.irreg.lufthansaexperts.com/en/home.html (agent Lufthansa experts' login required)
	<p>Rebook without a change fee for bookings made before 04 March 2020</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 31 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 31 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>	30-Sep-20	https://www.flysas.com/gb-en/traffic-information/message/

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<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.sasalesinfo.com/content/Login.html</p>
SWISS	See LUFTHANSA entry.	30-Sep-20	https://www.swiss.com/ch/EN/variou/faq-rebooking-coronavirus
TAP PORTUGAL	<p>Rescheduling is even easier! For tickets issued between July 1 and September 30 2020, with an original travel date until November 30 of 2020 also have access to more flexibility and can take advantage of a free change.</p> <p>There is also the alternative of opting for a refund through a voucher, where we As of September 1, 2020, there is also the alternative, if your flight is cancelled, of opting for a refund through a voucher, where we are offering an additional 10% to the amount of the voucher.</p>	30-Sep-20	https://www.flytap.com/en-pt/special-conditions
	<p>Conditions for changes for tickets issued between July 1 and 30 September 2020</p> <p>Valid for tickets issued between 1 July and 30 September 2020, with original travel dates between 1 July 2020 and 30 November 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; 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> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>		
TAROM ROMANIAN AIR TRANSPORT	<p>The safety and health of our passengers is a priority for TAROM and all the necessary measures on board of our flights were taken in order to prevent and diminish the impact of the COVID-19 pandemic.</p> <p>Moreover, to provide greater flexibility to our passengers 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> <p>For further details and in order to change your tickets and benefit from this policy, please contact your travel agent</p>	30-Sep-20	https://www.tarom.ro/en/news/flexibility-your-bookings

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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>	30-Sep-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>	30-Sep-20	https://www.uralairlines.ru/en/covid_19/
	<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>		

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<p>VIRGIN ATLANTIC AIRWAYS LTD</p>	<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>	<p>30-Sep-20</p>	<p>https://flywith.virginatlantic.com/gb/en/news/coronavirus.html</p>
<p>VUELING AIRLINES</p>	<p>INVOLUNTARY CHANGES If your flight is being rescheduled with a change of more than 5 hours or is being cancelled, or if the country of flight origin or flight destination announced travel restrictions, it is not necessary to contact our Call Center. You can easily follow the procedure as indicated below.</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) 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>	<p>30-Sep-20</p>	<p>https://partners.vuelingnews.com/2020/03/04/vueling-flexibility-policy/?lang=en</p>

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MEA			
COMAIR PTY LTD	<p>"Business Rescue Comair has entered into voluntary business rescue proceedings to safeguard the company and its stakeholders. This is to ensure a focused restructuring of the company as quickly as possible so we can take to the skies again as a sustainable business and play our part in the country's airline industry and economy. [...]</p> <p>We remain hopeful that operations will resume at or about 1 November 2020. Comair remains solvent and an important contributor to the South African economy."</p>	30-Sep-20	https://www.comair.co.za/business-rescue
	<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>		https://www.comair.co.za/business-rescue/unused-reservations
	<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>		https://www.comair.co.za/coronavirus
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 -Normal fare rules will apply to any changes made to your booking."</p> <p><i>(Agents - please refer to MyTravel port / KB article linked at top of file for credit retention solution.)</i></p>	30-Sep-20	https://www.flydubai.com/en/contact/operational-updates/modification-fee-waiver-flydubai

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EGYPTAIR	<p>"EGYPTAIR has issued new options offering you the flexibility to fly with us again if you were booked on an international flight from March 19, 2020 till the end of the suspension period.</p> <p>-If you would like to change the travel dates; the amount you paid for your original ticket will be accepted on any date to the same destination with no additional fees for one time change only, even if this ticket had been expired within the suspension period, EGYPTAIR has already decided to extend all tickets validity till December 31, 2020.</p> <p>-If you would like to refund; then you have the "Travel Voucher" option where you can convert the amount you paid for your ticket into credit for your future trips. You can also use it to pay for any of EGYPTAIR other services. The travel voucher gives you the flexibility to make as many transactions as you wish for you or your first degree relatives until you completely use its value. If you would like to proceed with a refund instead of requesting the voucher, please be aware that the refund process should be through the original place of issuance, and it may take longer than usual due to the high volumes currently being processed."</p> <p><i>(Agents - please refer to MyTravel port / KB article linked at top of file for credit retention solution.)</i></p>	30-Sep-20	<p>https://www.egyptair.com/en/about-egyptair/news-and-press/Pages/EGYPTAIR%20Refund%20%20Change%20Reservation%20Policy.aspx</p>
EMIRATES AIRLINES	<p>"We've extended the validity of your ticket for 24 months. Use it to fly later, or find out what else you can do if your travel has been affected by COVID-19.</p> <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 30 September 2020 for travel on or before 31 March 2021. How to simply keep your ticket for the future 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. *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? 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. Can I use the travel voucher for other products and services? 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? 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. 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><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	30-Sep-20	<p>https://www.emirates.com/nl/english/help/keep-your-ticket/</p> <p>https://www.emirates.com/nl/english/help/refundrequest/</p>

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ETHIOPIAN AIRLINES S.C.	<p>"Passengers whose travel date falls between 01 March - 30 November 2020 and tickets issued until September 30, 2020 are eligible to:</p> <ul style="list-style-type: none"> -One Free change is allowed for Ethiopian operational flights. -Unlimited changes are permitted free of charge if flight has not started operation or if the flight resumption date is rescheduled by Ethiopian Airlines . -You can keep you 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>	30-Sep-20	https://www.ethiopianairlines.com/aa/travel-updates
ETIHAD AIRLINES	<p>"Travelling before 30 November?</p> <p>If you booked your flight before 31 October to travel any time until 30 November 2020, you can change your flight for free.</p> <p>If you booked directly with Etihad, you can 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>If you booked with a travel agent, please get in touch with them to change your flight. [...]</p>	30-Sep-20	https://www.etihad.com/en-ae/manage
	<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. We'll add your credit to a Travel Bank account to pay for flights or extras at any time within two years.</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 November 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 15 March 2021. Please note that no change fee will apply to changes made on flights between 15 December 2020 and 10 January 2021 (inclusive) however, fare differences will apply. Our Flexible Booking Change Policy (COVID-19) applies if you are holding an existing and fully paid booking for travel up to and including 15 March 2021, 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 15 March 2021. 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 15 March 2021. After the 15 March 2021, 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 15 March 2021, irrespective of the date the booking was made. - No change fee will apply to changes made on flights between 15 December 2020 and 10 January 2021 (inclusive) however, fare differences will apply. - 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 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>	30-Sep-20	https://www.fastjet.com/en/information-central/covid-19-information-faq/flexible-booking-change-policy

Airlines by Region

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
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 31 October 2020.</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>	30-Sep-20	https://www.gulfair.com/flights/special-deals/no-fees-unlimited-changes?affiliate_id=20200310_No_Fees
	<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 November 2020, difference in fare will not apply; any bookings commencing on or after 1 December 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 31 October 2020. -Applicable to all departure dates. 		
	<ul style="list-style-type: none"> -Penalties and service charges will be waived. -No-show fees will be waived if the carrier cancelled the flight. -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>	30-Sep-20	https://www.jazeeraairways.com/en-kw/plan/book/travel-advisory

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
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>I want to rebook my flight: 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>	30-Sep-20	https://www.kenya-airways.com/Coronavirus-travel-updates/en/
	<p>I want to cancel & refund my trip: 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.</p> <p>** For tickets outside of those dates not covered by this policy, normal fare rules apply for re-bookings or cancellations.</p> <p>Re-booking / Re-issue Penalty Policy for flight cancellation due to COVID-19 Situation:</p> <ul style="list-style-type: none"> • 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 based on the travel and ticketed date. • 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. • Tickets Issued from 01 July 2020 – 30 September 2020 for Travel Effective 01 August 2020 – 31 December 2020 for Cancelled Flights Only may Re-book/Re-route/Re-issue their tickets without penalty based on the booking class in the Original Ticket. 	30-Sep-20	https://www.kuwaitairways.com/en/information/usefulinfo/Pages/Reissue-Refund-Policies.aspx

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<p>Refund / Cancellation Penalty Policy for flight cancellation due to COVID-19 Situation:</p> <ul style="list-style-type: none"> • Refundable Tickets ◦Fully unutilized 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. ◦**For tickets issued in Europe for the cancelled flights, the EU rules and regulations will be enforced. ◦For tickets issued in Kuwait as per Kuwait DGCA Memo 79/2020 dated 23 July 2020 [...] • 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." <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>		
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>	30-Sep-20	https://www.mea.com.lb/english/covid19-and-travel/adjusting-your-travel-plans#rebooking
OMAN AVIATIONCO S.A.O	"Starting 6 March, 2020, Oman Air has removed change fees for all tickets purchased from now through till 31 May, 2020. The waiver applies to all tickets, all fare types and all destinations – for travel through 31 October, 2020."	30-Sep-20	https://www.omanair.com/ni/en/TravelAdvice/travel-advisory-on-covid-19-coronavirus-outbreak
PAKISTAN INTERNATIONAL AIRLINE	<p>"WAIVER OF CHANGE OF BOOKING FEES Change of Booking fees on all Europe and UK tickets to/from Pakistan are waived. Terms & Conditions: Applicable on travel on/after 4th July 2020 and on/before 31st Dec 2020. In case validity of any partially-used tickets is expiring, it may be extended till one year from the initial date of travel. Taxes or fees for any additional services will still apply.</p> <p>Change of Booking fees on all international tickets to/from Pakistan have been waived till 15th June 2020. Terms & Conditions: Any difference in fare as a result of the change in booking will not apply if the flight was cancelled. Difference of fare will apply if passenger opts to change their booking voluntarily. In case validity of any partially-used tickets is expiring, it may be extended for under one year from the initial date of travel. Taxes or fees for any additional services will still apply."</p>	30-Sep-20	https://www.piac.com.pk/travel-update-and-information

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
QATAR AIRWAYS	<p>"Flexibility to change your travel plans If you have already booked or planning to book for travel up to 31 December 2020, receive greater flexibility up to 3 days prior to departure by having the option to change your travel date free of charge, or exchange for a future travel voucher*. This includes award flights since we value every Qmile you have earned with us. Hold on to your ticket Keep your ticket and use it when you are ready with our extended ticket validity, now valid for 2 years from the date of ticket issuance for greater flexibility. Call any of our offices or contact centres to extend your ticket validity. Unlimited changes You can change your travel date or destination free of charge, as often as you need, for travel until 31 December 2020. You can change your origin to another city within the same country or any other destination we fly to within a 5,000 mile radius of your original destination. Call any of our offices or contact centres to rebook.</p> <p>Exchange for future travel You can exchange your ticket for a future travel voucher with 10% additional value. Vouchers are now valid for two years from the date of voucher issuance.'- Refund your ticket Rest assured, we will refund your ticket to the original form of payment if your flight gets cancelled. Qatar Airways recognises that some passengers may wish to alter their existing travel plans in light of COVID-19 (coronavirus). We have altered our commercial policy accordingly in order to provide maximum flexibility and peace of mind to our customers. Passengers travelling with Qatar Airways up to 31 December 2020 can now change their travel plans free of charge by altering their booking dates or opting to receive a travel voucher up to three days prior to departure. Fees for booking alterations will be waived if reservations are changed at least three days before departure. Fare differences may apply. The travel voucher can be used for future travel with Qatar Airways, valid for one year from its issuance date. It will be equal to the value of their unutilised ticket – plus an additional 10%, excluding statutory taxes. Cancellation penalties will be waived for customers who opt to receive a travel voucher for future travel with Qatar Airways. This policy is valid for all Qatar Airways flights and those of its codeshare and interline partners booked as published fares, either directly from or through travel agents.</p>	30-Sep-20	https://www.qatarairways.com/en/travel-alerts/COVID-19-update.html
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>	30-Sep-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– 31 October 2020 and Travel Validity between 17 March 2020- 31 October 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 31 October 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. For passengers holding tickets with point of sale (IL) and affected by flight suspensions due to the COVID 19 epidemic. RJ will make the relevant refund within 90 days from the day stipulated in the flight ticket, or until October 1, 2020, whichever latest.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	30-Sep-20	https://ri.com/en/ri-policy-regarding-coronavirus
RWANDAIR EXPRESS	<p>"RwandAir flexible policies on rebooking, cancellations and refunds</p> <p>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> <p>Tickets issued on/after 01July – 31Dec 2020 Fare rules as applicable to flexible tickets shall continue to apply on all flexible tickets. These set of tickets will continue to be refundable per their applicable fare rules. For non-flexible tickets, including promo tickets, a onetime free rebooking on all classes is permitted within the same booked cabin free of charge. No fare difference shall be charged. This one (1) rebooking waiver 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>	9/302020	https://www.rwandair.com/media-center/news-press-releases/rwandair-flexible-policies-on-rebooking-cancellations-and-refunds/
SAUDI ARABIAN AIRLINES	<p>FLIGHTS DEPARTING FROM SAUDI ARABIA Saudi Residents</p> <p>Several categories of Saudi Residents are allowed to travel outside the Kingdom and return to it based on certain requirements and regulations, including:</p> <p>Public employees - civil and military - tasked with official duties. Members of Saudi diplomatic and consular missions and attachés, and employees from regional and international organizations and their families and companions. Permanent employees from public, private, and NGO entities outside the Kingdom, and those employed in trade establishments and companies abroad. Businessmen required to travel to complete trade and industrial operations, export, marketing, and sales managers who need to visit clients as per their job requirements. Patients requiring treatment abroad based on medical reports, in particular cancer patients and patients receiving organ transplants. Scholarship students, students, and medical fellows studying abroad, and their companions. Humanitarian cases, in particular the following 2 cases: Family reunions for citizens whose family members reside abroad The death of a spouse, parent, or child abroad. Citizens residing abroad and their companions who hold a proof of residency outside the Kingdom. Participants in official sports events regionally and globally, including players, technical crews, and managers .</p>	30-Sep-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>FLIGHTS TO SAUDI ARABIA GCC nationals and non-Saudis</p> <p>GCC nationals are permitted to enter and depart from the Kingdom. Non-Saudi residents who hold visas, exit and re-entry visas, work permits, residence permits, or visit visas. Prohibiting any individual from entering the Kingdom unless they submit proof of being free from COVID-19 infection. Submitting a negative PCR test issued by an accredited health entity abroad. The test should be less than 48 hours old at the moment of arrival at the border.</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, South African borders remain closed for commercial air travel. For now this has necessitated that all SAA operated flights (regional and international) continue to be suspended until end October 2020. Applicable to all tickets issued on/before 25 March 2020 and new tickets issued up to 30 September 2020. Customers would be able to use the value of their original ticket purchase as a credit towards the purchase of a new ticket on South African Airways operated and marketing flights Should the value of the new ticket purchase be higher than the credit amount, you would be liable for the difference Should the value of the new ticket purchase be lower than the credit amount, the difference would be given back to you on a voucher to be used towards another ticket purchase"</p>	30-Sep-20	https://www.flysaa.com/flight-suspension-policy
	<p>"Am I allowed a refund? Customers would be able to use the value of their original ticket purchase as a credit towards the purchase of a new ticket on a South African Airways operated and/or marketing flight Previous No-show passengers are only eligible for this waiver if the no show fee of the original ticket is applied at time of new ticket purchase FARE and Carrier Imposed Fees are not permitted for refund Note: This procedure over-rides our standard Conditions of Carriage pertaining to Refunds and Ticket Validity The updated policy applies across SAA's route network, including domestic, regional and international flights To demonstrate our care, the policy provides for changes for a period that extends beyond the industry norm (where ordinarily tickets are valid for 6 months only for domestic travel and 12 months only for international travel). This time, the tickets are valid until 2022 (Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</p>		
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>	30-Sep-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