

Top 20 Airlines by Region

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
Find COVID-19 resources for travel agents here (log in to Travelport Support required):- https://my.travelport.com/group/agency/resources-for-agents			
Find out how your agency can handle servicing of the changes across the Travelport systems here:- https://my.travelport.com/group/agency/airline-policy-updates			
Americas			
ABC AEROLINEAS S.A. DE C.V.	Passengers can redeem an e-voucher for the total amount of their booking, valid for one year from the moment of requesting the voucher. Voucher can be used to make a new booking on any route and any public fare available at the time of using the voucher. The voucher may be used to pay for the total or partial cost a booking. Vouchers will be emailed to the address registered on booking. Please reference link for policies and applicable terms and conditions.	15-Apr-20	https://www.interjet.com/en-us/information/important-notice
AEROLINEAS ARGENTINAS	Passengers of CANCELLED FLIGHTS who wish to change their tickets to travel to/from the United States, Europe and Asia are as follows: - Without penalty or fare/miles difference to travel and return up to June 30. 2- Without penalty, but paying the fare/miles difference, if any, if they decide to fly after July 1 3- Tickets purchased with miles + pesos may only obtain a refund 2- Passengers of NOT CANCELLED FLIGHTS who wish to change their tickets to travel to/from the United States, Europe and Asia (with original scheduled date up to August 31): a.Changes: without penalty, paying a fare/miles difference, if any, to fly up to November 30 b.Tickets acquired with miles + pesos may only obtain a refund	15-Apr-20	https://www.aerolineas.com.ar/en-us/promociones/detalle/313_important-information-coronavirus
AEROMEXICO	Tickets Purchased Before March 2020 and Between March 1st and April 30, 2020 All passengers who purchased their flights for future travel (see the effective dates below), and who voluntary request to change their flight date, flexible waivers will be issued: *Applicable for passengers with tickets starting with 139, also applicable on AM codeshare flights. *The waiver is valid from March 31st, 2020 to February 28th, 2021 Tickets purchased before March, 2020: *The waiver is valid for original tickets that have been purchased before March 1, 2020. *Impacted travel dates: from March 01 to May 31, 2020. *Ticket issuing allowed until February 28, 2021. *The rescheduled trip must take place before February 28, 2021. Tickets purchased between March 1st and April 30th, 2020: *The waiver is valid for original tickets that have been purchased between March 1st and April 30th, 2020 *Impacted travel dates: from March 01 to February 28, 2021. *Ticket issuing allowed until February 28, 2021. *The rescheduled trip must take place before February 28, 2021. *Limited to one change per customer. Please reference link for conditions and terms.	15-Apr-20	https://aeromexico.com/en-us/notifications-for-passengers
AEROVIAS DEL CONTINENTE AMER - AVIANCA	Tickets with flight date between March 4th and May 31st, 2020, can change without a penalty charge, regardless of the booking date or the destination. Please reference link to change flight or apply for Aviance voucher.	15-Apr-20	https://www.avianca.com/us/en/about-us/news-center/avianca-news/protection-measures-for-passengers-covid19/

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AIR CANADA AND AIR CANADA VACATIONS	<p>Flights booked before April 15th, 2020 can be changed without a fee. Full credit will be issued, which can be used towards future travel. Credit is valid for travel before April 30th, 2021.</p> <p>Here's How:</p> <ul style="list-style-type: none">*Ticket number will be needed to book future flights. Future travel using travel credit must be completed before April 30, 2021*If you booked your ticket through a travel agent or online travel agency (for example Expedia or Priceline), please contact them for assistance. Remember that tickets sold through a travel agency cannot be changed online*For all vacation packages purchased through Air Canada Vacations before April 15, 2020, please visit AirCanadaVacations.com*If booked in 2019, call Air Canada before the one-year anniversary of the original ticket purchase date and the waiver will be extended through April 30th, 2021 <p>Terms and Conditions:</p> <ul style="list-style-type: none">*Future flight credit for travel must be used on or before April 30th, 2021*Air Canada tickets can be identified by a 13-digit ticket number beginning with Air Canada's code "014". Tickets issued by other airlines with a different carrier code (ticket numbers not beginning with "014") are subject to the waiver policy of the other airline*When booking a new flight with flight credit, any fare difference will apply if the new flight is more expensive. If the new flight is less expensive, any residual value resulting from a lower fare will be lost.	15-Apr-20	https://www.aircanada.com/us/en/aco/home/book/travel-news-and-updates/2020/covid-19.html#/cancel-existing
AIR TRANSAT	<p>Require three-day notice prior to departure for any changes, to 24 hours prior to departure. Transat will waive the change fees on all flights and packages booked before March 4, 2020 for travel until April 30, 2020. Travel dates, hotel or destination—or all three—once at no charge towards travel completed by December 31, 2020 can be made. Customers who wish to cancel their reservation can use the credit towards subsequent travel completed by December 31, 2020. Should there be a pricing disparity between the initial booking and the new booking, customers will have to pay the supplement, and no refund will be given should the price be lower than the initial price. Customers who booked through a travel agency must contact their travel agents.</p>	15-Apr-20	https://www.airtransat.com/en-US/Travel-Information-en-US/Notice-to-Travellers
ALASKA AIRLINES	<p>Tickets Purchased on/before February 26, 2020 Original Travel Dates: March 9, 2020 - May 31, 2020 New Travel Dates: March 9, 2020 - February 28, 2021 Exception Policy:</p> <ul style="list-style-type: none">*If Saver Fare was purchased for travel through May 31, 2020: Cancel without a fee and deposit the funds into My Account wallet or receive a credit certificate for future travel.*If a nonrefundable First Class, main, or award ticket was purchased for travel through May 31, 2020, you may:*Change trip without a fee. New travel must be completed by February 28, 2021. A fare difference may apply. <p>Tickets Purchased February 27, 2020 to April 30, 2020 Original Travel Dates: February 27, 2020 - February 28, 2021 New Travel Dates: February 27, 2020 - February 28, 2021 Exception Policy:</p> <ul style="list-style-type: none">*If Saver Fare was purchased between February 27, 2020 and April 30, 2020 for travel through February 28, 2021, you may:*Cancel trip without a fee and deposit the funds into My Account wallet or receive a credit certificate for future travel. <p>If you purchase a nonrefundable First Class, main, or award ticket between February 27, 2020 and April 30, 2020 for travel through February 28, 2021, you may:</p> <ul style="list-style-type: none">*Change your trip without a fee. New travel must be completed by February 28, 2021. A fare difference may apply to your new itinerary.	15-Apr-20	https://www.alaskaair.com/content/advisories/travel-advisories

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AMERICAN AIRLINES	<p>American has extended its offer to waive change fees for customers who purchased tickets prior to March 1st for travel through May 31st. The offer is available for any of American’s fares and customers have until December 31, 2020 to rebook travel for future flights. International travel waivers that are available for travel through May 31st, can be found on aa.com/travelalerts.</p> <p>*Any ticket purchased prior to March 1 will not incur change fees prior to travel. Customers must pay any fare difference, if applicable, at time of ticketing of the new fare. This is available for any of American’s fares for travel through May 31. Customers are allowed to change their origin and destination cities as part of this offer. The new ticket must be reissued on/before December 31, 2020 or 12 months from the original ticket date (whichever is earlier). Travel must also commence on/before December 31, 2020 or one year from original issue date — whichever is sooner.</p> <p><i>(Agents-please refer to MyTravelport article linked at top for credit retention solution)</i></p>	15-Apr-20	http://news.aa.com/news/news-details/2020/American-Airlines-Extending-Change-Fee-Waivers-for-Customers-With-Travel-Plans-Through-May-OPS-DIS-03/
COPA AIRLINES	<p>Tickets purchased until June 30, 2020:</p> <p>*Original travel dates must be originated and completed by December 31, 2020</p> <p>*New travel must be completed by December 31, 2021</p> <p>*Applies only to Copa Airlines tickets: regulars and award tickets</p> <p>*Refund and cancellations apply according to fare rule conditions</p> <p>Option A: I want to change my flight date:</p> <p>*Modification of the date or route of your trip can be made without the change fee, in some cases fare difference may apply.</p> <p>Option B: I want to use my ticket for a future trip:</p> <p>*If future travel date and destination has not been determined, traveler cancel reservation and plan later. Ticket value will be maintained for future travel until December 31, 2021. The change fee will not be charged, but in some cases a fare difference may apply.</p>	15-Apr-20	https://www.copaair.com/en/web/us/coronaviruses-measures-travel-with-confidence
DELTA AIR LINES, INC.	<p>Tickets originally purchased between March 1 and May 31, 2020, can be changed without a change fee for up to a year from the date you purchase.</p> <p>Change to a different flight:</p> <p>*If option is selected, Delta will waive any applicable change fee. Note the change fee will be waived; however, a difference in fare may apply.</p> <p>Cancel your trip and use the value toward a future flight:</p> <p>*You may cancel your flight and apply any unused value of the ticket toward the purchase of a new ticket for a period of one year from the original issue date.</p> <p>*The change fee will be waived; however, fare difference will apply for new travel dates and will be collected at the time of booking the new ticket.</p> <p>*The change fee will be waived; however, a difference in fare will apply. The international travel waiver applies to travel to the U.S. Virgin Islands and Puerto Rico. Notwithstanding any rules or ticketing policies to the contrary, if the newly selected flight is for the same travel dates, for the same origin and destination, and results in a lower ticket price, then the reissued ticket will be deemed issued at the same ticket price as the original ticket (i.e., any fare difference will not be issued in the form of a credit). Final travel must be completed by end of ticket validity, one year from date of original issue. If travel is not able to be rescheduled within these guidelines, customers may cancel their reservation and apply any unused value of the ticket toward the purchase of a new ticket for a period of one year from the original ticket issuance. Applicable change fee and fare difference will apply for new travel dates. Final travel must be completed by end of ticket validity.</p> <p><i>(Agents-please refer to MyTravelport article linked at top for credit retention solution)</i></p>	15-Apr-20	https://www.delta.com/us/en/advisories/coronavirus-travel/cancel-change-requirements

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FRONTIER AIRLINES	<p>Existing Reservations: For tickets issued prior to March 10, 2020 with travel through April 30, 2020: *Customers may make a one-time change to their itinerary without a change/cancel fee</p> <p>Flexibility for New Bookings For tickets issued March 10th through April 15, 2020: *Customers may make a one-time change to their itinerary without a change/cancel fee</p>	15-Apr-20	https://www.flyfrontier.com/travel/travel-info/new-change-policy/
GOL LINHAS AEREAS S.A	<p>Flight rescheduling between 03/28 and 05/3 *It can be rescheduled free of charge once, for any available period, maintaining the characteristic of the trip (domestic or international).</p> <p>Flight rescheduling between 01/03 to 30/09, except in the period from 28/03 to 03/05 where there are additional flexibilities *In the 3 cases below, the change is allowed only once, maintaining the origin and destination, for any period available within the validity interval of the ticket.</p> <p>Cancellation and credit between 03/01 to 09/30 *Credit validity: 12 months from the date of the flight. *Cancellation and refund between 01/03 to 30/09 *Refund fee : charged, if any *Repayment term: up to 12 months from the day of the request *We consider high season: months of July, December, January and holidays, including the day before and the day after the holiday.</p>	15-Apr-20	https://www.voegol.com.br/pt/informacoes/comunicado-coronavirus?br=banner1%3D&of=comunicado-coronavirus
HAWAIIAN AIRLINES, INC	<p>* For tickets purchased between March 1, 2020: No change fees for any changes made within one (1) year of the original ticket purchase date. A fare difference may apply.</p> <p>* For tickets purchased before March 1, 2020 with travel dates between March and May 31, 2020: No change fees for rebooked travel that begins on or before Dec. 31, 2020. A fare difference may apply. Tickets must be changed no later than Dec. 31, 2020 or one year from the original ticket purchase date (whichever is later). If the ticket expiration date occurs prior to Dec. 31, 2020, a one-time exchange (without charge) can be applied to extend the ticket validity another 12 months.</p> <p>* Additional information on Hawaiian Airlines’ change policies, terms and conditions, as well as information on select country government travel restrictions and other waivers, please review link.</p>	15-Apr-20	https://www.hawaiianairlines.com/our-services/products-and-programs/travel-agents/news
JETBLUE AIRWAYS	<p>Waiving change/cancel fees for customers traveling through May 31, 2020.</p> <p>Customers may rebook their flights for travel through January 4,2021 online in the Manage Trips section of jetblue.com or contact us prior to the departure time of their originally scheduled flight. Fare difference may apply. For cancellations, funds will be issued as a JetBlue Travel Bank Credit, valid for 18 months from date of issuance. JetBlue Vacations bookings will be issued as JetBlue Vacations Credit.</p> <p>Travel Bank credit deadline has been extended: *Travel Bank credit from a previous flight purchase that expire between February 27 and May 31, it will now expire December 31, 2020. *New travel credit for flight purchases between February 27 and May 31, credits will now have an 24 month expiration period as opposed to the typical 12 months.</p>	15-Apr-20	https://www.jetblue.com/travel-alerts

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LATAM AIRLINES	<p>*What happens if I do not change my ticket and/or do not show up on the day of the flight?</p> <p>*If flight date is until April 30, 2020 and for some reason you can't show up, don't worry: you don't need to do anything now. Ticket will remain open and the value paid will be available, to fly until December 31st, 2020.</p> <p>*If your original flight date is from May 1st, 2020, we suggest changing ticket before the day of the trip to fly until December 31st, 2020, to avoid fines and fare difference.</p> <p>*Ticket Refund Request: Based on the conditions of ticket.</p> <p>Due to the COVID-19 contingency, in order to request a refund, a Travel Voucher for the amount of the fare valid for 12 months to exchange for services such as purchase or payment of excess baggage, payment of fines and/or fare differences in addition to new tickets will be offered. The Travel Voucher will be generated and sent automatically when you request the refund of your ticket through Latam.com.</p>	15-Apr-20	https://www.latam.com/en_us/experience/coronavirus/
SOUTHWEST AIRLINES	<p>Tickets have to be cancelled at least 10 minutes before scheduled departure, funds used to pay for a nonrefundable ticket are normally valid for one year from the date of purchase. However, in recognition of the current travel environment, expiration has been extended to the expiration date of some travel funds:</p> <p>*Customers' funds that have expired or will expire between March 1 – June 30, 2020, will now expire June 30, 2021</p> <p>*Any travel funds due to a flight cancellation between March 1 – June 30, 2020, will have an expiration date of June 30, 2021.</p>	15-Apr-20	https://www.southwest.com/Coronavirus/
SPIRIT AIRLINES	<p>A reservation credit for the full value of your purchase will be given. The easy-to-use form found on the link will need to be submitted.</p> <p>Reservation Credit:</p> <p>*Can be booked any time within 12 months of issue</p> <p>*Can be used for multiple bookings until the full value is used</p> <p>*Can be applied toward airfare, bags, seats, vacation packages, taxes, and fees</p> <p>*Can be redeemed by any Guest linked to this reservation</p> <p>*Can be redeemed via spirit.com or by calling Spirit reservations at 801-401-2222</p>	15-Apr-20	https://customersupport.spirit.com/hc/en-us/requests/new?ticket_form_id=3600000135438
SUN COUNTRY AIRLINES	<p>Sun Country Airlines is waiving change fees for qualifying itineraries modified online at suncountry.com. Flight credit will be issued towards future travel. Flight credits expire one year from the date the original itinerary was booked and can be used towards travel beyond the date of expiration. To redeem flight credits, the confirmation number of the original booking will act as a credit code when booking on suncountry.com.</p>	15-Apr-20	https://www.suncountry.com/safety-updates
UNITED AIRLINES	<p>Rescheduling a Trip:</p> <p>Customers now have until April 30th to make changes, or cancel, any travel booked through the end of the year without fees. This is in addition to existing waivers already in place which allow customers to change or cancel plans for travel through May 31. When cancelling a flight, you retain the value of the ticket to be applied to a new ticket without a fee. Electronic travel certificates are now valid for 24 months from the date issued. This includes all currently valid electronic certificates and all new ones issued on or after April 1, 2020.</p> <p><i>(Agents-please refer to MyTravelport article linked at top to file for the credit retention solution)</i></p>	15-Apr-20	https://hub.united.com/united-coronavirus-covid19-safety-update-2645397564.html

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WESTJET	<div>Flexible change/cancel policy for new bookings: *All new flight bookings made between March 3, 2020, May 31 2020 will be allowed a one-time change fee waiver. *One-time fee waiver is available for any itinerary change or cancellation made more than 24 hours from departure Flexible change and cancel policy for existing bookings: For flights booked before March 3, 2020 for travel in March, April or May 2020: *\$0 one-time fee waiver for changes or cancellations *Change or cancellation must be requested at least 2 hours prior to departure *Value of cancelled flights will be returned as a credit to customers Travel Bank</div>	15-Apr-20	https://www.westjet.com/en-ca/travel-info/advisories

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APAC			
AIR CHINA, MULTIPLE BUSINESS	<p>All tickets with a ticket number beginning with "999" purchased before 0:00 AM on January 28, 2020 for Air China operated flights or CA-coded codeshare flights that have a travel date later than January 1, 2020 (inclusive) can be refunded free of charge within the validity period of one year as long as the refund is requested before the departure of the flight.</p> <p>(16Apr20 updated - Checking with airline if this policy still valid since this page was removed from airline official website)</p>	24-Mar-20	https://www.airchina.co.uk/GB/GB/promotion/refundguide?pid=TP_refundguide:20200205:KV:KRF:G:GB:EN
AIR INDIA	<p>Waive no-show charges for all 098 tickets for a flight operating between 23rd March 2020 to 30th April 2020. "As and when you finalise the date of your travel (up to 30th September2020), you can reschedule your travel without paying any date change or sector change fee for your travel. Difference of fare applicable in case of non-availability of same RBD."</p>	16-Apr-20	http://www.airindia.in/images/pdf/Passenger-advisory-Waiver-No-24-dated-15th-April-2020-1-1-2.pdf
AIR NEW ZEALAND	<p>For domestic flight - "Option to hold in credit up to 31 March 2021. When rebooking change fees will be waived as per the Flexibility Policy, additional collection and tax difference applies. OR 1 change permitted with change fee waived, change permitted up to system range. Fare difference applies. Normal refund rules apply."</p> <p>For international flight - "Option to hold in credit up to 31 March 2021. When rebooking change fees will be waived as per the Flexibility Policy, additional collection and tax difference applies. OR 1 change permitted with change fee waived, change permitted up to system range. No additional collection applies within the same cabin, same route on NZ operated flights, the correct booking class must be used for OAL sectors. Refund as per fare rules, all applicable refund penalties should be applied."</p> <p>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</p>	16-Apr-20	https://www.airnzagent.co.nz/covid-19-coronavirus-flexibility-policy
ALL NIPPON AIRWAYS CO LTD	<p>For Japan domestic flight tickets - All Japan domestic flight tickets (including Japan domestic awards and domestic tours) departing from Friday, February 28, 2020 to Wednesday, May 6, 2020 is effective for reservation change or refund after April 7, 2020</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.) Tickets number starts with 205 with eligible periods different from each origin/ destination. Please refer to link for details.</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>	16-Apr-20	https://www.ana.co.jp/en/jp/notice/notice_009.html https://www.ana.co.jp/en/jp/topics/notice200123/
ASIANA AIRLINES	<p>For flights traveling to/from China (including Hong Kong/Taiwan) with departure date 24 Jan 2020 - 25 Apr 2020 and ticket issue date before 27 Jan 2020, there is a waiver for refund penalty, extra paid seat refund penalty and reissue penalty (1st reissue penalty only)</p> <p>For US Departures to all Asian destinations until 30 April 2020, with ticketing date on or before 25 February 2020. There is a re-issue penalty waiver for first reissue. Difference in fare and tax will be collected. New outbound departure date must be on or before December 31, 2020. Ticket must be reissued within the ticket validity</p>	16-Apr-20	https://flyasiana.com/C/US/EN/customer/notice/detail?id=CM202002040001195374 https://flyasiana.com/C/US/EN/customer/notice/detail?id=CM202002270001198868

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	Waiving reissue/refund penalties for all international routes (1 time only) with ticketing date applies to March 10, 2020 - April 30, 2020 with departure date starting from March 10, 2020 (excludes mileage tickets). Changeable departure date is within the ticket validity period.		https://flyasiana.com/C/HK/EN/customer/notice/detail?id=CM202003110001201697
CATHAY PACIFIC AIRLINES	<p>Waiving cancellation and no-show fees for all destinations/ origins with ticket booked on/before 23 March 2020 and travel dates from 17 March 2020 until 31 May 2020. You can change your booking unlimited times for travel on/before 31 March 2021 with no rebooking or rerouting fees. Ticket change deadline is 31 May 2020.</p> <p>Free and unlimited changes to all new tickets issued between 9 March and 30 June 2020. Eligible for travel one year after the date of ticket issuance. Ticket change deadline is also one year after the date of ticket issuance.</p> <p>"For bookings made through a travel agent or third-party website, please contact them directly for changes."</p>	16-Apr-20	<p>https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/refunds.html</p> <p>https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/free-rebooking.html</p>
CHINA AIRLINES	<p>The refund charge can be waived for passengers holding CI/AE valid tickets issued on/before 09APR20 and travel from 01MAY-31MAY20. Chargeable seat and Prepaid excess baggage can be full refunded as well. To note the applications must be filed on/before 31MAY20.</p> <p>Passengers holding "Making Changes as You Wish" Program tickets issued from March 14 to March 18, 2020, please contact your travel agency or CI/AE branch office for ticket change or refund.</p> <p>Please refer to link for details.</p>	16-Apr-20	https://www.china-airlines.com/uk/en/discover/news/travel-advisory?travelAlert=37984-7030
CHINA EASTERN AIRLINES	<p>In order to manage the high risk of the imported cases of COVID-19, some inbound and outbound international flights have/will be cancelled/rescheduled. Policies of refund and reschedule:</p> <p>1. Reschedule: Free of charge for once to the flights operated by China Eastern Airlines and the Shanghai Airlines.</p> <p>2. Refund: Passengers can go through the refund procedure, free of charge, on the original channel of purchasing the ticket(s)during the valid period of the ticket(s). Passengers can get a refund with the ticket price for the untraveled part of the flight and the tax.</p> <p>The following channels are available :</p> <p>1. Original channel of purchasing the ticket(s). (Travel agency, agents, Ctrip, Fliggy, Qunar, any third-party platforms, etc.)</p> <p>2. China Eastern Airlines 24-hour customer service: 95530</p> <p>For overseas customers: 0086-21-20695530</p> <p>3. China Eastern Airlines WeChat Official Account (Search China Eastern Airlines on WeChat), enter and send “Manual”for the service. Please visit the reference link for more information about the affected flights.</p>	16-Apr-20	https://hk.ceair.com/newCMS/hk/en/content/en_News/TravelAlert/

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
CHINA SOUTHERN AIRLINES	<p>For the purpose of resolutely preventing the high risk of imported COVID 19 cases, each China domestic airline can only operate one flight to any country, and there should be no more than one flight every week according to the Notice issued by the Civil Aviation Administration of China on March 26 on Further Reducing International Passenger Flights during the Epidemic. he special treatment scheme for relevant passenger tickets is as follows:</p> <p>1)If you need to cancel your trip, you can refund your passenger ticket at the original ticket purchasing channel within the validity period of the passenger ticket. China Southern Airlines will waive the service charge for refund.</p> <p>2)China Southern Airlines suggests that passengers who still have flight plans in the future shall not change their passenger tickets until the flight plans are announced in the future, and the service charge for change will be waived.</p> <p>Please visit the reference link for more infomration about the affected flights.</p>	16-Apr-20	https://www.csair.com/en/about/news/notice/2020/1e4eekcj76lfl.shtml
EVA AIRWAYS CORPORATION	<p>Refund penalty will be waived for passengers holding EVA/UNI AIR tickets that issued/reissued date : on/before 2020-04-09.</p> <p>The travel date eligibility and application submission date are subject to the routes, please visit the reference link for more information.</p> <p>For tickets purchased from travel agents, please contact your travel agent for refunds.</p>	16-Apr-20	https://www.evaair.com/en-global/about-eva-air/news/travel-news/2020-01-24-wuhan-coronavirus.html
INDIGO AIR	<p>In support of the government measures to eradicate COVID-19, all Indigo flights are suspended until 3rd May, 2020. And Indigo is protecting all PNRs in the form of a credit shell, valid for use within 1 year from date of issuance, for the same passenger/s. Travellers can view the same on the itinerary in the next 5-7 days.</p> <p>For Travel Agency Booking – To utilize credit shell customer has to contact the respective travel agency.</p>	16-Apr-20	https://www.goindigo.in/information/coronavirus-travel-restrictions.html
JAPAN AIRLINES	<p>For all Japan domestic tickets with departure date from 28 Feb 2020 to 6 May 2020 (including JAL award tickets and JAL tour tickets but excluding Japan domestic tickets purchased outside of Japan), we accept reservation change or refund without any fee.</p> <p>For JAL international tickets issued by Japan Airlilnes starting with '131' with departure date from 28 Feb 2020 to 31 May 2020, we accept refund without any fee (Ticketing Service Fee paid at the time of ticket purchase is not refundable.). Or passengers may change departure date only once to another date on/before 30 Jun 2020. Please refer to the links for more details</p> <p>"If your booking was made at travel agency, please contact your travel agency"</p>	16-Apr-20	https://www.jal.co.jp/jp/en/info/2020/dom/200228/ https://www.jal.co.jp/jp/en/info/2020/inter/200127_02/

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
KOREAN AIRWAYS CO LTD/SELCW	<p>1. Application : Korean Air International flights ticket</p> <p>2. Period : Travel date February 2, 2020 ~ June 30, 2020, Issued on/before April 1, 2020</p> <p>3. Applicable Charges</p> <p>Refund penalty Waiver</p> <p>Permission of date/itinerary change and waiver for 1st reissue penalty (any fare differences should be collected)</p> <p>- Allow date change within the ticket validity period</p> <p>- Only fully unused ticket can be rescheduled on/before February 28, 2021 regardless of ticket validity</p> <p>Waiver on fare difference</p> <p>a. If new travel date is on/before July 31, 2020</p> <p>: Ticket must be completely unused</p> <p>: Fare differences will be waived as long as it is in the same cabin class and between the same cities</p> <p>(Tax/surcharge differences will be applied)</p> <p>b. If new travel date is on/after August 1, 2020 to February 28, 2021</p> <p>: Ticket must be completely unused</p> <p>: Fare differences will be waived as long as it is in the same booking class and between the same cities</p> <p>(Tax/surcharge differences will be applied)</p> <p>※ 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>	16-Apr-20	https://www.koreanair.com/global/en/about/news/travel_info/2020_01_WUH.html
MALAYSIAN AIRLINE SYSTEM BERHA	<p>In view of travel restrictions due to COVID-19, tickets purchased on or before 10 April 2020 will now be valid for travel by 30 June 2021. All new rebookings and requests for extension must be made by 31 December 2020. Customers will be able to make unlimited changes to travel dates with the change fee waived as well as flexibility to change to a new travel destination. Here are some important points to note, on our extended flexibility to your bookings/travel;</p> <p>If you have not requested for your ticket to be changed or converted to a travel voucher, please submit your requests through the airlines' website online form or contact your travel agency if your booking was made through a travel agent.</p> <p>Please visit reference link for additional information.</p>	16-Apr-20	https://www.malaysiaairlines.com/hk/en/advisory/booking-and-travel-flexibility.html
PHILIPPINE AIRLINES	<p>If your flight is affected by cancellations or travel ban, you can:</p> <p>Convert to a Travel Voucher and get more value for your ticket.</p> <p>Equivalent to the unused ticket value PLUS an additional 10% of the unused base fare. Benefit is available only among passengers who have not made previous changes to their booking. Valid for 1 year for travel up to 12 months out.</p> <p>Rebook or Reroute your ticket. Unlimited (No rebooking fee)</p> <p>*For first rebooking: No fare difference (same cabin class, travel on or before November 30, 2020 or ticket validity, whichever comes first, with blackout dates for United States and Canada)</p> <p>*For succeeding rebookings: Fare difference, taxes, and no show fees may be collected (must be on the original booking class, travel within original ticket validity, request 24 hours before flight)</p> <p>Blackout dates for United States and Canada:</p> <p>Canada/United States to Manila: June 15, 2020 until July 31, 2020</p> <p>Manila to Canada/United States: July 15, 2020 until September 15, 2020</p> <p>Refund your ticket without penalties.</p> <p>*Please visit reference link for additional information.</p>	16-Apr-20	https://www.philippineairlines.com/en/ph/home/covid-19/passengeroptions

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
QANTAS AIRWAYS, LTD	<p>* If your flight has been cancelled : Please standby and wait to hear from us before changing your booking. We'll be contacting anyone whose flight has been impacted as soon as possible.</p> <p>* If your flight hasn't been cancelled : If you're due to travel on a Qantas flight before 31 July 2020, and wish to change your plans, you can cancel your booking and retain the full value as a flight credit. Flight credits can be used for bookings and travel until 31 December 2021. You'll need to change your plans by 30 April 2020.</p> <p>*If you're flying after 31 July 2020. If your plans have changed or you no longer wish to travel, you can choose to change to a new date, or cancel your booking and use the value towards a future flight. Our standard fare rules apply, so you may be charged a change fee. *Please visit reference link for additional information.</p> <p>**If your flights were booked through a travel agency, contact the company directly to make changes to your booking.</p>	16-Apr-20	https://www.qantas.com/au/en/travel-info/travel-updates/coronavirus.html
SINGAPORE AIRLINES LTD	<p>All rebooking fees can be waived for tickets issued on or before 15 March 2020, for travel up to 31 May 2020, with immediate effect. Customers can cancel their existing flight itineraries, retain the value of their tickets and rebook their travel at a later date, when they are able to firm up their new travel plans. The new flight itinerary should be completed by 31 March 2021. This new policy will allow customers the flexibility to defer their travel plans and applies to all bookings for travel up to 31 May 2020. All rebooking fees will be waived, although a fare difference may apply for the new itinerary.</p> <p>*Please visit reference link for additional information.</p>	16-Apr-20	https://www.singaporeair.com/saar5/pdf/media-centre/200315TravelWaiverPolicy.pdf
SRI LANKAN AIRLINES LTD	<p>This Waiver Policy applies to all passengers who have purchased their tickets (starting 603) on SriLankan Airlines on or before 30th April 2020 for travel commencing up to 31st December 2020.</p> <p>If you have booked to travel up to 31st December 2020, If you wish to date change but the flight is not cancelled;</p> <p>*The Airline shall permit changes (flight/date/routing) without charging any change fees for travel up to 31st December 2020</p> <p>*The passenger should bear the difference in the airfare or applicable taxes.</p> <p>*This is applicable on all tickets irrespective of the routing and place of issue.</p> <p>*Promotional restricted tickets are eligible for change upon payment of the relevant airfare difference.</p> <p>* Please visit reference link for additional information.</p> <p>**If you have booked through a Travel agent, you may contact your Travel agent for further assistance with your bookings.</p>	16-Apr-20	https://www.srilankan.com/en_uk/corporate/emergency-news-detail/505
THAI AIRWAYS	<p>Travel waivers offered by region and booking date, please visit reference link for information.</p>	15-Apr-20	https://www.thaiairways.com/en/news/news_announcement/news_detail/ticketing-procedures_covid19.page

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
VIRGIN AUSTRALIA INTERNATIONAL AIRLINES	<p>COVID-19 commercial policy for agents:</p> <p>(1)Voluntary booking change and cancellation – Applies when guests are requesting a change or cancellation of their bookings with a travel date up to 30 June 2020(inclusive). Refunds to original form of payment is permissible as per the original fare rules, no waiver of the cancellation penalty is permitted.</p> <p>(2)Virgin Australia cancellation of services Applies to cancellations of bookings with a travel date up to 30 June 2020 (inclusive). Guests are not automatically eligible for a refund. For flights cancelled/suspended/rescheduled by Virgin Australia or VA* (codeshare partners –795 tickets) the below options can be offered Refunds to original form of payment is permissible for bookings where permitted by the fare rules only, no waiver of the cancellation penalty is permitted. Refunds must not automatically be processed where not permitted by the fare rules. Refunds processed outside of the fare rules will be subject to an Agency Debit Memo.</p> <p>**For detailed conditions and the commercial policies of other situations, agents can refer to the provided link for more information.</p>	16-Apr-20	https://www.virginaustralia.com/au/en/bookings/agents-corporate-bookings/agency-hub/#commercial-policies
VISTARA	<p>* If you were unable to make a change to your booking before your travel date or wish to make a change to your upcoming travel booking, please do not worry. Your PNR has been automatically extended till 31st December 2020 and remains valid in our system(if your ticket is issued on or before 31st March 2020 for travel commencing on or before 30th April 2020).</p> <p>* If you wish to postpone your travel to a later date, we offer you the flexibility to opt for an alternate date of travel till 31st December 2020, without any change fee.</p> <p>*Please visit reference link for additional information.</p> <p>** For the bookings made through travel agents, please contact your travel agents or the travel portal helpdesk for this change.</p>	16-Apr-20	https://www.airvistara.com/th/coronavirus-update

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
Europe			
AEGEAN AIRLINES	<p>"All tickets can be rebooked online through our website (aegeanair.com, olympicair.com) in the section My booking with no rebooking fees (possible fare difference applies) and new travel date up until 27th of March 2021. If the ticket has been booked by a travel agent, you can rebook online through our website or you can contact them as well.</p> <p>To assist our passengers with cancelled flights to better adjust their travel plans, especially those who do not want to rebook for a future date at this time, we offer a credit voucher of equal value to the ticket purchased, valid for redemption on any future flight within the next 18 months. (via online form)"</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://en.aegeanair.com/aegean-announcement/
AER LINGUS	<p>"Cancelled flights: If your flight is cancelled we will contact you directly. Visit the Manage Trip section (on Aer Lingus website) 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 if you're scheduled to fly with us before 31 May:</p> <p>1. 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, but please note that a fare difference may apply.</p> <p>2. Apply for a voucher Apply for this by filling in your details on the voucher request form. We'll send you a voucher for the full value of your flight (including taxes and charges), plus an extra 10%. So if your flight cost at total of €200, we'll send you a €220 voucher. Terms and Conditions apply. See more details and FAQs on the voucher request page (on Aer Lingus website)."</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.aerlingus.com/support/flight-disruption-information/
AEROFLOT RUSSIAN AIRLINES	<p>Passengers holding tickets for cancelled Aeroflot flights, as well as passengers otherwise affected by restrictions imposed by their countries of departure, destination or transfer (e.g., bans on entry, exit or transit; threat of enforced quarantine; cancellation of visa-free entry; annulment of previously issued visas; etc.) and holding tickets for Aeroflot flights booked up to 31 May 2020, may:</p> <p>— apply for an involuntary refund and receive a refund of the full ticket price at the original point of sale until 31 December 2020 (inclusive), regardless of the validity period of the ticket;</p> <p>— make a one-time change to the departure date to any date until 31 December 2020 (inclusive), while retaining the original point of departure, destination and service class, without incurring additional fees;</p> <p>— make a one-time change the route to any Aeroflot flight and/or departure date until 31 December 2020 (inclusive). No additional fee will be levied for rebooking, though other terms and conditions apply (e.g. additional payment for a more expensive fare).</p>	16-Apr-20	https://www.aeroflot.ru/gb-en/news/61706

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
AIR EUROPA	<p>Air Europa, following the health recommendations, offers more flexibility to its passengers whether or not your flights have been modified.</p> <p>If you plan to fly between March 1/20 and June 15/20, we offer you the following:</p> <p>Change of date or route until 31/03/21, without any penalty If the same fare is available, no surcharge will be applied and your change will be completely free. You will only have to pay the difference in fare if the same fare is not available. Remember that you can make changes by contacting your point of sale or on our website.</p> <p>VOUCHER: If you do not know the date of travel, we offer you the possibility to save the amount of the ticket to use it as credit in a future purchase (valid for any destination operated by Air Europa or on the same route as the original ticket). This voucher must be used within one year of issue and to fly within 12 months of the issuance of the new reservation. You can request your voucher by completing the form below..</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.aireuropa.com/es/en/aea/comunicados.html
AIR FRANCE	<p>If you have purchased a ticket* before 16 April 2020 for a flight departing before 03 July 2020, you have until 30 September 2020 to postpone your departure date without change fees, subject to the availability in the same travel cabin. Your new trip must begin no later than 30 November 2020 included.</p> <p>If you wish to travel on or after December 1, 2020, you can also postpone your departure date without change fee. If the fare type mentioned in your ticket is not available, you may need to pay the fare difference.</p> <p>YOU WANT TO CANCEL YOUR TRIP</p> <p>If you have purchased a ticket before 16 April 2020 at a travel agency, for a flight departing before 03 July 2020 and you no longer wish to travel, please contact them for further information.</p> <p>If you purchased a ticket before 16 April 2020 directly from our website or at an Air France agency for a flight departing before 03 July 2020 and you no longer wish to travel, please complete the online form below to obtain a travel voucher. This non-refundable voucher is valid for 1 year on all Air France, KLM, Delta Air Lines and Virgin Atlantic flights.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.airfrance.ie/IE/en/common/page_floottante/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)
ALITALIA AIRLINES	<p>"Passengers who no longer wish to fly as per the schedule indicated on their ticket</p> <p>All passengers who purchased a ticket issued by 30 April for a flight departing from 23 February to 30 June can request the following by 31 August:</p> <p>To change your booking for another trip taking place by 31 March 2021 or within the period of validity of the ticket.</p> <p>A refund with a voucher of equal value to the ticket purchased, valid for one year, to fly to any destination offered by Alitalia.</p> <p>Passengers who have had their flight canceled</p> <p>All passengers in possession of an Alitalia (055) ticket whose flight has been canceled can request the following by 31 August:</p> <p>To change your booking for another trip taking place by 31 March 2021 or within the period of validity of the ticket.</p> <p>A voucher of equal value to the ticket purchased, valid for one year, to fly to any destination serviced by Alitalia.</p> <p>A refund of the price of the ticket or of the remaining value of the part of the trip which has not yet been completed"</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.alitalia.com/en_en/fly-alitalia/news-and-activities/news/info-flights.html
AUSTRIAN AIRLINES	See LUFTHANSA entry.	16-Apr-20	https://www.austrian.com/Info/Flightinformation/Travel%20Alerts.aspx
BRITISH AIRWAYS PLC	<p>If you need to cancel your booking:</p> <p>If you are due to travel between now and 31 May 2020 you can cancel your booking by filling out an online voucher form (on airline website)</p> <p>When they receive your form, they will cancel your booking at no charge and email you with a voucher to the value of your booking. Your voucher will be valid for travel within 12 months from your original departure date. Applies to bookings made at any time for travel between up to 31 May 2020 .</p> <p>If you need to change your booking:</p> <p>Change fees have been waived (will need to pay fare difference) Applies to all bookings made between 3 March and 31 May 2020, with a departure date up to 31 December 2020. Change of destination requires online voucher form.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	<p>https://www.britishairways.com/en-gb/information/incident/coronavirus/latest-information?</p> <p>or visit BA's trade site (sign in credentials needed):</p> <p>http://www.britishairways.com/trade/tradegateway.jsp/global/public/en_gb</p>
BRUSSELS AIRLINES	See LUFTHANSA entry.	16-Apr-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)
FINNAIR	<p>Homebound customer: Finnair operated and marketed flight on Finnair ticket Postpone the trip so that the return flight is latest November 30, 2020 Rebook into the same class as the original flight or lowest available ... same cabin Change of AY origin/destination for cancelled flight permitted within Finland. Extra ground expenses are not covered by Finnair. Partial or full refund OS AY POSTPONE OF TRAVEL DUE TO CORONA Separate 105-ticket in connection with cancelled flights also OK to refund</p> <p>Customers starting the journey [as above except...] Rerouting not permitted Change of destination not permitted OS AY POSTPONE OF TRAVEL DUE TO CORONA</p> <p>BOOK WITH CONFIDENCE - FLEXIBILITY TO RESERVATION CHANGES FOR FLIGHTS BOOKED BEFORE 30 APRIL [...] Customers can change their travel date flexibly without a change fee and travel until 30 November, 2020, if: Ticket is issued by 30 April 2020 * Original travel date is latest on 30 November 2020 * Finnair operated and marketed flight on Finnair ticket * Rebook into the same class as the original flight or lowest available in the same cabin * Ticket revalidation permitted * Change made by 30 November 2020 * Applies to all ticket types * OS AY CHANGE OF TRAVEL DUE TO CORONA must be added to all changed bookings.</p>	16-Apr-20	https://www.finnair.com/int/gb/easy
IBERIA AIRLINES	<p><i>(Text provided by Iberia / trade page)</i> "Individual passengers in general to/from any destination in the Iberia group network. These are passengers who had already purchased their tickets, not for new bookings. a. Flight dates: 1st March to 30 June b. Changes without penalty or fare difference: from the 22nd March 2020 to the 31st March 2021 i. Blackouts: <i>[see link]</i> ii. Route changes: No c. Refunds: Not accepted d. Vouchers: If the passenger doesn't want a change of date according to the conditions included in b), a voucher will be given for the entire amount of the ticket (including taxes and fees) to use for one or more future trips until the 31st of March. Blackouts don't apply to vouchers. e. Change of name: No f. Additional information: only one change of date per passenger</p> <p>For Iberia customers with cancelled flights, the following regulations will apply, offering the following alternatives: a) Route changes: Allowed until the date of flight cancellation b) Date changes: until March 31st 2021 a. Blackouts: <i>[see link]</i> c) Refund: Allowed"</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.iberia.com/ie/latest-update-of-our-flights/#Ultima_hora_Coronavirus https://www.iberiagencias.com/iberiagencias/showContenido.do
JET2.COM AIRLINES	Flights cancelled until 17 June 2020. See link to the right for further rebooking details.	16-Apr-20	https://www.jet2.com/flights/incident

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
KLM - ROYAL DUTCH AIRLINES	<p>"Global Rebook Policy Coronavirus</p> <p>If you have booked a flight with a scheduled departure until 31 May 2020, please see below rebooking options we can offer you.</p> <p>1. Change your travel dates</p> <p>You may change your travel dates without having to pay the change fee.</p> <p>Until and including 30 November 2020, you can change your travel dates if the same travel class as mentioned on your original ticket is available.</p> <p>From 1 December 2020 onwards, you can change your travel dates if the same fare type as mentioned in your original ticket is available. If you change to a higher fare type, you may need to pay the fare difference.</p> <p>2. Change your destination</p> <p>You may use the full value of your original tickets for new tickets on KLM, Air France, Delta Air Lines or Virgin Atlantic.</p> <p>You will not have to pay the change fee.</p> <p>3. Request a voucher</p> <p>You can also choose to postpone your trip. In this case, we will provide you with a voucher that will be valid for 1 year and can be used on KLM, Air France, Delta, and Virgin Atlantic flights. This voucher will be non-refundable."</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.klm.com/travel/gb_en/prepare_for_travel/up_to_date/flight_update/index.htm
LOGANAIR	<p>Travel between 4 May - 31 May</p> <p>If you have not received an email in relation to a booking you hold for travel before 31 May, your flight is scheduled as planned.</p> <p>If you are booked for travel before 31 May but no longer wish to travel, you may either:</p> <ul style="list-style-type: none">- Change your booking for travel until after 31 May- Place your booking temporarily 'on-hold' if you do not yet know when you wish travel <p>If we have emailed you in relation to a change impacting your booking, your specific options are enclosed within the email</p>	16-Apr-20	https://www.loganair.co.uk/campaign/travel-before-31-may
LOT Polish Airlines	<p>In order to meet our Passengers' expectations, as of March 6, 2020, LOT Polish Airlines offers a free of charge option to change the date of travel to all Passengers who purchased tickets for connections within the LOT Polish Airlines route network.</p> <p>The offer applies to all individual tickets purchased before August 31, 2020, valid for travel from April 12 to December 31, 2020. You now have the opportunity to change your departure date for any date before December, 31 2020 completely free of charge (the return date counts), provided that the new flight is on the same route and in the same booking class. If you choose a flight date on which the originally purchased fare is not available, you will have to cover the price difference between the currently available and original fares along with any difference in conditions.</p> <p>The Passenger may also suspend the purchased ticket and indicate a new travel date until August 31. Any fees for changing the booking are waived, and the free-of-charge change is also possible if the Passenger does not show up for the flight (no-show). However, only one free-of-charge change is possible.</p> <p>No change of route is possible.</p> <p>Any refunds may be granted only in accordance with the applicable fare conditions of the original ticket.</p> <p><i>Note: Website has different conditions for flights to/from USA and Canada. Varies by route, please check the link.</i></p>	16-Apr-20	LOT POLISH AIRLINES / Please learn more about LOT flexible rebooking option by clicking the link: https://www.lot.com/gb/en/flexible-rebooking-options

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
LUFTHANSA GERMAN AIRLINES	<p>"In view of the exceptional circumstances caused by the spread of the coronavirus, the Lufthansa Group Airlines Lufthansa, SWISS, Austrian Airlines, Brussels Airlines and Air Dolomiti offer even greater flexibility for your travel plans."</p> <p>EXISTING BOOKING</p> <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 will remain unchanged and can be extended to a new departure date up to and including 31 December 2020. You can also rebook to another destination. The new flight must be booked until 31 August 2020.</p> <p>NEW BOOKINGS</p> <p>For bookings made until 31 March 2020, the Lufthansa Group airlines waive the rebooking fees for all newly booked flights worldwide and offer a one-time rebooking free of charge – regardless of the conditions of the original fare purchased. Passengers can in future rebook to a new travel date until 31 December 2020 without rebooking fees. If the original fare is no longer available, the corresponding difference must be paid, but you will receive a €50 discount on this amount."</p> <p><i>For further details, such as adding waiver codes, please via LH eXperts. Link further right.</i></p>	10-Apr-20	<p>https://www.irreg.lufthansaexperts.com/en/home.html</p> <p>(agent Lufthansa eXperts login required)</p>
SCANDINAVIAN AIRLINE SYSTEM	<p>"RECEIVE A VOUCHER FOR FLIGHTS NOT YET CANCELLED</p> <p>You can receive a Travel Credit for flights that have not yet been cancelled by SAS. Instead of rebooking, you can apply for a Travel credit voucher with the value equivalent to your original booking. This applies to all flights with last departure date 30 April 2020. The voucher must be used for travel departing no later than 30 November 2020. The voucher is valid for bookings made directly with SAS (not for bookings made by travel agents) and can be used as payment for future travel with SAS.</p> <p><i>(Note: This voucher scheme doesn't apply to travel agency bookings, please refer to MyTravelport article linked at start.)</i></p> <p>"CANCELLED FLIGHTS REFUND</p> <p>For cancelled flights you can apply for a refund, please use the refund form on our website."</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p> <p>REBOOKING:</p> <p>No change fee applies for bookings made before 12 March 2020 for travel planned between 12 March-15 May 2020 (included)</p> <p>The new travel date must be between 12 March -28 February 2021</p> <p>If the ticket is changed to a higher fare, any fare difference between the existing booking and the new booking must be paid for</p> <p>No cancellations or full refund are allowed, unless the fare rules of your original ticket allow it.</p> <p>The rebooking can be made only once.</p> <p>The rebooking has to be made before the original departure date.</p> <p>The rebooking is only valid to and from the same destination as your original one."</p>	16-Apr-20	<p>https://www.flysas.com/gb-en/traffic-information/message/</p> <p>or visit SAS trade site (user credentials needed): https://www.sassalesinfo.com/content/Login.html</p>
SWISS	See LUFTHANSA entry.	16-Apr-20	https://www.swiss.com/ch/en/various/Breaking-News

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
TAP PORTUGAL	<p>"Conditions for free change: Valid for tickets with original travel date until May 31, 2020; Free change fee, but fare differential is charged when applicable; Change must be made up to 24 hours before the departure of your first flight; One free change per reservation, subsequent changes are charged in accordance to fare rules; Change can be for dates and/or routes, in accordance to the fare rules; (Only date changes can be made through Manage Booking, for route changes you will need to contact the Contact Center.) New travel date to depart until December 31, 2020; Valid only for TAP operated flights; Valid only for reservations in which no flight has been flown; The validity period of the ticket cannot be extended; New flight dates must be within the validity period of the ticket; Valid for Corporate tickets; Valid for award's tickets (paid with miles), change only can be done via the Contact Center.</p> <p>Conditions for issuing the voucher: The issuance of the voucher for the full amount of the ticket is applicable to requests made after 18h/6PM of March 17, 2020 for travel dates until May 31st, 2020 and in the event that no route of the ticket has been used, applicable to tickets paid with cash, including Corporate tickets and can be requested online (see TAP's website)."</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.flytap.com/en-pt/latest-updates
TAROM ROMANIAN AIR TRANSPORT	<p>Offer passengers the possibility to change their tickets on later travel dates or different TAROM destinations with no rebooking fee. Fare differences that may occur will be collected.</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>	16-Apr-20	https://www.tarom.ro/en/news/flexibility-your-bookings
TURKISH AIRLINES	<p>We are applying Zero Change Fee and Change to Open Ticket policies for domestic and international flights, so that you can plan your travel with more flexibility, comfort and peace of mind.</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: February 28, 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: February 28, 2021</p>	16-Apr-20	https://www.turkishairlines.com/en-ie/zero-change-fee/

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URAL AIRLINES	<p>"Option No. 1.1 (available at the place of purchase) Change the departure date to a later one, WITHOUT PENALTY AND SUPPLEMENT: for the departure period from today until 06/30/2020, or from 09/01/2020 to 12/20/2020 *. (*<i>Subject to availability.</i>) Change the departure date to a later one, WITHOUT PENALTY with surcharge to the available fare: for the departure period from 07/01/2020 to 08/31/2020</p> <p>Option No. 1.2 (available at the place of purchase) Change the route with an extension to the tariff For flights to the CIS countries - it is possible to swap the departure and arrival points</p> <p>Option No. 1.3 (available at the place of purchase) Replace the passenger (full name) - together with a change in the departure date and / or direction.</p> <p>Option No. 1.4 is available through the application in the Feedback section (found on the Ural Airlines external link) Refund of the full amount for the ticket with Bonuses for issuing future flights to the personal account of the Wings program participant An application for your chosen option can also be left on the website in the Feedback section, the message must indicate the option chosen by the passenger."</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://new.uralairlines.ru/en/rules/aktualnaya-informatsiya-o-puteshestviyakh/
VIRGIN ATLANTIC AIRWAYS LTD	<p>CANCELLED FLIGHT If you booked direct and you're no longer able to fly due to travel restrictions related to Covid-19, you can * Change your travel date * Reroute to or from another destination * Change it for an open ticket for when you're ready to rebook There's no charge to change your flight. New flights will be subject to availability. Travel must be completed by 30 April 2021.</p> <p>CHANGES For customers that have a ticket originally issued on or before 11 March 2020 for original dates of travel up to and including 31 May 2020. Issue date: On or before 11 March 2020 Original travel dates: 1 March 2020 - 31 May 2020 Travel can be rebooked 13 March 2020 - 30 April 2021</p> <p>For customers that have a ticket originally issued between 12 March 2020 and 31 March 2020, for original dates of travel up to and including 30 November 2020: Issue date: Between on or after 12 March 2020 and on or before 31 March 2020 Original travel date: 12 March 2020 – 30 November 2020 Travel can be rebooked 13 March 2020 – 30 April 2021.</p>	16-Apr-20	https://flywith.virginatlantic.com/gb/en/news/coronavirus.html
VUELING AIRLINES	<p>VOLUNTARY CHANGES We understand that the current situation requires greater flexibility, so we're offering the chance to change the dates of all your customers' bookings which include flights between March 13th and May 31st 2020.</p> <p>For bookings made in GDS: you can manage the change before 31/12/2020 for any available flight.</p>	16-Apr-20	https://partners.vuelingnews.com/2020/03/04/vueling-flexibility-policy/?lang=en

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MEA			
COMAIR PTY LTD	<p>"Should your flight be affected, you'll be able to rebook your flight. The full unused value of your ticket will be valid for 12-months, from the date of your first departure as per your original booking, regardless of the fare rules and restrictions. The policy applies to all domestic flights within South Africa as well as our Mauritius flights that are ticketed and issued on or before 3 May 2020, for travel until 31 May 2020. For our regional British Airways (operated by Comair) flights between Namibia, Zimbabwe and Zambia, the policy will apply to all tickets issued on or before 1 June 2020, for travel until 30 June 2020.</p> <p>In addition to being able to book your flight for a later date, you'll have the flexibility to select an alternative destination i.e. route, should you wish."</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.comair.co.za/coronavirus
DUBAI AVIATION CORPORATION	<p>"If you would like to change your travel plans, the following options are available to you:</p> <p>Refund</p> <p>-You can request a refund to flydubai voucher and normal fare rules will apply. A flydubai voucher is valid for 12 months from the date it is issued.</p> <p>Rebooking</p> <p>-You can rebook without penalty to travel at a later date; any difference in fare will apply. Normal fare rules will apply to any changes made to your booking after 15 May 2020."</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.flydubai.com/en/contact/operational-updates#update-on-coronavirus-covid
EGYPTAIR	<p>"-In case of customers who wish to change the dates of their international tickets issued on the suspended flights from March 19th 2020 till the end of the suspension period, change is permitted only once on the same itinerary (route) without additional fees once EGYPTAIR resumes its flights. Consequently, the tickets shall be considered as valid for one year starting from the new travel date. In the event that the customer wishes to make any more changes, the applicable rules and conditions shall be applied according to the change fees for every ticket separately.</p> <p>-In case of customers who wish to refund their tickets issued on the suspended international flights from March 19th, 2020 till the end of the suspension period, the ticket amount shall be refunded in the form of E-voucher except for some non-refundable taxes. This voucher can be used as air tickets for the passenger or any of his first-degree relatives. OR, customers can refund their tickets in cash or in the payment method used by the customer, after the resumption of EGYPTAIR flights any time within 3 years."</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.egyptair.com/en/about-egyptair/news-and-press/Pages/EGYPTAIR%20Refund%20%20Change%20Reservation%20Policy.aspx
EMIRATES AIRLINES	<p>"We've now extended the validity of your existing ticket for up to 24 months so you can just call us to reschedule your flight whenever you're ready to fly with us again. These options are available for any tickets booked before 31 May for travel on or before 31 August 2020."</p> <p>Travelers can keep their ticket for up to two years, request a travel voucher or apply for a refund. The fare amount you paid for your original booking will be accepted for any flight to the same destination/region* at any time with no fees during this period.</p> <p>Tickets booked before May 31 for travel up to August 31 will be automatically extended for 760 days so passengers can rebook when they decide to travel.</p> <p>Travel vouchers valid for one year from the date of being issued can be extended for a second year.</p>	16-Apr-20	https://www.emirates.com/nl/english/help/travel-updates/#3515

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	<div>Those who have opted to keep their ticket or opted for a travel voucher can still apply for a refund if they are unable to travel, with no refund penalties</div> <div>*Emirates regions are: Africa; Australasia; Europe; Far East; Gulf, Middle East and Iran; Indian Ocean Islands; North America; South America; West Asia.</div> <div>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</div>		https://www.emirates.com/english/help/refund-request/
ETHIOPIAN AIRLINES S.C.	<div>"Passengers whose travel date falls between 01 March- 30 June 2020 and tickets issued until May 31,2020 are eligible to:</div> <div>-Keep their ticket for travel until December 31,2021 (there is no need to call or email us to change the ticket, we will keep the ticket as open status for travels until December 31,2021 so that you can rebook it whenever you decide to travel)</div> <div>-Request a travel voucher for trips up to one year ahead. [...]</div> <div>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. [...]</div> <div>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.</div> <div>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</div>	16-Apr-20	https://www.ethiopianairlines.com/aa/en/breaking-news/updates-and-health-advisory-on-the-covid-19-virus
ETIHAD AIRLINES	<div>"If you're scheduled to fly with us before 30 June 2020, we'll give you up to US \$400 and up to 5,000 Etihad Guest Miles when you save your trip for later. Or, you can change the date of your flight for free to fly before 30 June.</div> <div>Booked with a travel agent? You'll need to speak to them to make changes to your booking, but all of our policies still apply. [...]</div> <div>Etihad Credit</div> <div>Make your next trip even more incredible with Etihad Credit. Use the value of your flight towards your next break and we'll reward you with up to US \$400 and up to 5,000 Etihad Guest Miles.</div> <div>Rebook before 30 June</div> <div>If you'd like to travel before 30 June 2020, you can change the date of your trip for free. You can even choose a different destination within the same region."</div> <div>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</div>	16-Apr-20	https://www.etihad.com/en-ae/travel-updates/covid-19

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GULF AIR B.S.C.	<p>"Gulf Air is offering unlimited changes without any change fees:</p> <ol style="list-style-type: none">1.Applicable to all tickets regardless of travel date2.Unlimited changes without any change fees for future departure dates on the same route3.Difference in fares may apply for the new departure dates4.No refund if the fare on new departure date is lower5.Applicable to all fare types6.Changes can be made by visiting ‘Manage My Booking’ on our mobile app or gulfair.com (for tickets issued on or after 10th March) or by contacting the Gulf Air Contact Centre (for tickets issued before 10th March)7.Passengers who have made their bookings through a travel agent are advised to get in touch with the agents" <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.gulfair.com/covid19
JAZEERA AIRWAYS	<p>"Are offering passengers additional flexibility when amending their bookings. For ticketing on/after 07 March 2020 and on/before 30 April 2020 for travel on/after 07 March 2020 and on/before 30 April 2020 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>	16-Apr-20	https://www.jazeeraairways.com/en-kw/plan/book/travel-advisory
KENYA AIRWAYS	<p>"Kenya Airways is offering a waiver on change fees on all fares excluding travel within Domestic Kenya ie: MBA/KIS. [...] This waiver will apply to:</p> <ul style="list-style-type: none">-All fare types, including groups and conferences.-All Kenya Airways destinations (excluding travel within Domestic Kenya i.e.: MBA/KIS).-All points-of-sale-All travel up to 30th June 2020 <p>Ticket changes/Refunds must be completed by 30th April 2020."</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.kenya-airways.com/Coronavirus-travel-updates/en/

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
KUWAIT AIRWAYS CORP	<p>"Passengers travelling from 22nd February 2020 – 30th April 2020, regardless of the Ticket issuance date are eligible for Refund / Re-issue /Re-routing without Penalty Charges.</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 Tickets are permitted to Re-issue /Re-route without charging reissue /rerouting penalty fees.• Non-Refundable Tickets are permitted to Re-issue /Re-route without charging reissue /rerouting penalty fees for travel until 31December 2020.• Any difference in Fare, Taxes, Surcharges will be applicable for above.• Companion Offer tickets are allowed to re-book/re-issue their Tickets for travel between 01 September 2020- 10 December 2020 without Reissue Penalty Fee. <p>Refund / Cancellation Penalty Policy for flight cancellation due to COVID-19 Situation:</p> <ul style="list-style-type: none">• Refund on Fully unutilized tickets: Full Refund applicable without any refund penalty fees.• Refund on Partially utilized tickets: Refund permitted on the unused component of any tickets."<p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.kuwaitairways.com/en/information/usefulinfo/Pages/Reissue-Refund-Policies.aspx
MIDDLE EAST AIRLINES	<p>"The company confirms that all valued passengers who wish to modify or cancel their bookings onboard MEA flights due to the actions taken, can reschedule/cancel their flights at no additional cost until April 30, 2020."</p>	16-Apr-20	https://www.mea.com.lb/english/about-mea/news-and-press-releases/news-and-press-releases/important-announcement-to-our-valued-customers
OMAN AVIATIONCO S.A.O	<p>"Starting 6 March, 2020, Oman Air has removed change fees for all tickets purchased from now through till 31 May, 2020. The waiver applies to all tickets, all fare types and all destinations – for travel through 31 October, 2020."</p>	16-Apr-20	https://www.omanair.com/nl/en/about-us/press-releases/oman-air-offer-change-fee-waivers-light-coronavirus-outbreak
PAKISTAN INTERNATIONAL AIRLINE	<p>"WAIVER OF CHANGE OF BOOKING FEES</p> <p>Change of Booking fees on ALL international tickets to/from Pakistan have been waived. Now you can re-plan your travels with peace of mind and without paying penalty fees. Hold on to your ticket for an automatic validity to a later date suitable for you.</p> <p>Terms & Conditions:</p> <ul style="list-style-type: none">- Applicable for those affected passengers whose travel period was from 16th March 2020 till 21st April 2020.- Any difference in fare as a result of the change in booking will not apply if the flight was cancelled.- For passengers booked on operative flights during this waiver period, difference of fare will apply if passenger opts to change their booking.- 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."	16-Apr-20	https://www.piac.com.pk/travel-updates-and-information

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QATAR AIRWAYS	<p>"If you are affected, you can re-book your ticket to alternative dates or destinations, opt to receive a voucher for future travel, or get a refund. This policy applies to all tickets issued anytime until 30 September 2020, for travel on or before the same date.</p> <p>- If you have booked your ticket though a travel agent, please contact your travel agent to amend your booking, exchange your ticket for a future travel voucher, or arrange for a refund.</p> <p>- If you have booked with us directly, a travel voucher will be emailed to you automatically. It will be equal to the value of your unutilised ticket – plus an additional 10%, excluding statutory taxes. If you would prefer to re-book your tickets or arrange for a refund, you can telephone any of our offices or contact centres.</p> <p>If your flight is operating normally and you have booked or are planning to book tickets for travel up to 30 September 2020, but you wish to change your travel plans, you can alter your travel date free of charge (fare difference may apply), or exchange your ticket for a future travel voucher valid for one year, up to 3 days prior to departure. This includes award flights."</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.qatarairways.com/en/travel-alerts/COVID-19-update.html
ROYAL AIR MAROC	<p>"Targeted passengers: tickets issued before 31th of March 2020, in all Royal Air Maroc network including canceled flights because of de COVID 19 authorities’ restrictions. Domestic flights are not concerned (Prime-tickets included);</p> <p>Travel date: before June 31, 2020 inclusive;</p> <p>Ticket Change: one change free of charge;</p> <p>Conditions: change for the same destination and the same fare class; (Tariff difference applicable in case of unavailability of the initial fare class)</p> <p>flight deadline: until October 31,2020 (return date can be extended beyond this deadline to keep the same duration of the trip);</p> <p>Refund conditions: travel voucher valid for 12 months issued by our call center only (nonrefundable)</p> <p>Tickets’ price conditions remain applicable"</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://www.royalairmaroc.com/int-en/Travel-Info/Traffic-information-and-alerts/Royal-Air-Maroc-commercial-measures-considering-the-current-situation-of-the-COVID-19 https://www.royalairmaroc.com/int-en/Customer-service

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
ROYAL JORDANIAN AIRLINES	<p>"Passengers traveling from 27th of April till 20th of May 2020 who booked or will book their ticket from 16th of March till 27th of April, 2020.</p> <p>- Changing reservation is free of Charge (penalty waived), difference in fare to be collected if applicable.</p> <p>- Refundable tickets can be refunded with zero penalty fee, non-refundable tickets and taxes to remain non-refundable. [...]</p> <p>RJ also offers the below for travel up to the 20th of May, 2020:</p> <p>- RJ offers the option to keep the ticket value as credit to be used in the future as a voucher (Electronic Miscellaneous Document EMD), with the following benefits:</p> <p>1. Voucher (EMD) validity will be for one year from the date of issuance.</p> <p>2. The Voucher (EMD) can be used to any RJ route, and not limited to the originally booked ticket.</p> <p>- Passengers have the option to freeze their tickets up to one year (from day of issuance) if traveling on/before the 20th of May,2020. [...]</p> <p>For Tickets issued before 16th of March, 2020, following rules apply:</p> <p>- First change reservation is free of charge and difference in fare to be collected.</p> <p>- Refund to be applied according to RJ's ticket terms and conditions.</p> <p>- Passengers have the option to freeze their tickets up to one year (from day of issuance) if traveling on/before 30th of April, 2020."</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://rj.com/en/rj-policy-regarding-coronavirus
RWANDAIR EXPRESS	<p>"RwandAir has introduced a new booking policy to offer flexible future travel options for customers concerned about flying due to the coronavirus outbreak. It has waived all rebooking fees for all new flight bookings made between March 9 and April 30, 2020.</p> <p>The waiver applies to:</p> <p>- All fare types, including groups</p> <p>- All RwandAir destinations</p> <p>- All points-of-sale</p> <p>For tickets purchased before 9 March 2020 with travel between 31 January and 31 May 2020, passengers can rebook without any change or rebooking fees for up to one year from the date of issuance.</p> <p>To be eligible for RwandAir's new travel options, all ticket changes/refunds must be completed by April 30, 2020."</p>	16-Apr-20	https://www.rwandair.com/media-center/news-press-releases/rwandair-to-temporarily-stop-all-flights-for-30-days/ https://www.rwandair.com/information/covid-19-corona-virus-updates-and-travel-guidelines-to-our-network/

Top 20 Airlines by Region			
<div>This is a summary view of policies that has been captured on airline websites on a periodic basis. The summary text does not represent the complete terms and conditions and is provided for informational purposes only and without guarantee of accuracy. Please click on the links in this document to see the most up to date and detailed airline policy changes.</div> <div>This information is also likely to change depending on rapidly-evolving circumstances.</div>			
Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
SAUDI ARABIAN AIRLINES	<p>"If your flight was cancelled due to COVID-19, you don't need to take any action. Your ticket will be available for one year* for use in the same cabin/class with no fare difference, even if used in a peak period. * The ticket is valid for one year considering only from the commencement of the specified date of travel ticket.</p> <p>If you have a confirmed reservation, you will be entitled to one of the following options:</p> <ul style="list-style-type: none">- Cancel your reservation and use your ticket at a later time without fees,- Or waiver from re-booking fees for one time. <p>In addition, this waiver applies to all types vouchers for additional baggage, prepaid seats, promo upgrades, and onboard WiFi."</p> <p>SAUDIA to waive all tickets and EMDs restrictions on all domestic flight in the Kingdom of Saudi Arabia and for flights departing from/to Saudi Arabia.</p> <p>DOMESTIC AND INTERNATIONAL FLIGHTS</p> <ul style="list-style-type: none">- Waiver period: All domestic and international flight tickets with confirmed bookings for future travel.- Cancel booking with the option to keep the passenger Ticket/EMD as credit valid to be used in the same route and class of service without any restrictions to the new date of travel and without collecting fees or fare difference*(The ticket is valid for one year considered only from the commencement of the specified date of travel ticket). <p>For domestic flights:</p> <ul style="list-style-type: none">- Reroute to any other destination without fees* with the fare difference, if any, in addition to add VAT fees.- Ticket and EMD refund fees and restrictions apply.- Revalidation/Reissue/No-show/Go-show without fees* or fare difference* in the same class of service.- Re-associate all ancillary service EMD without fees* <p>* One time only.</p> <p>For international flights:</p> <ul style="list-style-type: none">- Changing the starting point or final destination to the nearest destination in the same area without fees or fare difference*.- Reroute to any other station without fees* with the fare difference, if any.- Refund ticket without fees (except for E3 security fees, non- refundable taxes, and airline fees).- Revalidation/Reissue/No-show/Go-show without fees* or fare difference*.- Refund/ Re-associate all ancillary service EMD without fees*. <p>* One time only.</p>	16-Apr-20	https://www.saudia.com/covid-19
SOUTH AFRICAN AIRWAYS	<p>"In response to the Government Travel ban aimed at stopping the transmission of the Coronavirus (Covid-19), South African Airways (SAA) has suspended International and Regional operations until 31 May 2020 and Domestic Operations until 16 April 2020. All Tickets issued on or before 25 March 2020 and new tickets issued up to 31 August 2020 will be eligible to be used as a Future Travel Credit up until 25 March 2022."</p> <p>Please reference links for additional information.</p> <p><i>(Agents - please refer to MyTravelport article linked at top of file for credit retention solution.)</i></p>	16-Apr-20	https://bit.ly/2JmiP1C https://www.flysaa.com/flight-suspension-policy
TAAG-LINHAS AEREAS DE ANGOLA	<p>"- For trips scheduled between March 17th and April 30th, charges for any rescheduling penalties are exempted.</p> <p>- During this period, passengers can make changes/reschedules of their trips according to the availability of seats, ticket validity and length of stay. [...]</p>	16-Apr-20	http://www.taag.com/en/Taag/News

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
	- In the event of cancellations, TAAG will reimburse passengers for the full fare, including tickets purchased with miles."		https://bit.ly/33IYmt8