

March 15, 2020

Dear Travel Agencies,

Avianca Holdings has enabled commercial exceptions **for tickets issued until March 14, 2020** on all AVH flights with travel date **between March 1, 2020 and until April 30, 2020**.

We also remind you that if a passenger wishes to keep his ticket open and has not set a new travel date, he or she must cancel the reservation entering "10381-DW" as OSI and/or FE.

In line with the guidelines issued by the **National Government of Colombia on March 15** regarding the exceptional COVID-19 situation, as of 00:00 on March 16 foreign passengers who do not reside in Colombia may not enter the country and will therefore not be able to initiate their flight; and according to the guidelines issued by the **National Government of Ecuador on March 14**, as of Monday, March 16, only Ecuadorian nationals or residents may enter the country after completing the Traveler's Health Statement.

For more information and find all the updates, go to [Avianca.com](https://www.avianca.com)

For additional information visit: