

Friday, March 27th 2020

NEW UPDATE-WAIVER GUIDELINES DUE TO CORONAVIRUS

THIS NOTICE OVERRIDES THE PREVIOUS COMMUNICATION

GUIDELINES FOR UNUSED TICKETS

WAIVER CODE: W5200312CVNW

TERMS AND CONDITIONS

- Applies to tickets issued until: **March 31st, 2020**
- Original travel dates until: **June 15th, 2020**
- New travel date must be completed by: **December 31st, 2021**

The passenger must be informed that the validity of the ticket will be extended so that he/she can plan the trip until December 31, 2021. The system will extend the validity of the ticket automatically, no additional procedure is required.

ADDITIONAL INFORMATION

Option A: Passenger requires a flight, date or route change

- Flight, date and/or route change is allowed waiving the change fee, but a fare difference may apply according to the fare rule conditions.
- Rebooking must be done in same class or higher.

Option B: Passenger requires to use the value of the ticket for a future travel date

- If the passenger cancels the trip, they can use the value of the ticket as credit for a future trip until December 31st, 2021, regardless of the validity date of the ticket.
- Change fee will be waived, but fare difference may apply.

Refund according to fare rules.

GUIDELINES FOR PARTIALLY USED TICKETS

WAIVER CODE: W5200326CVNW

TERMS AND CONDITIONS

- Applies to tickets issued until: **March 31st, 2020**
- Original travel dates until: **June 15th, 2020**
- New travel date must be completed by: **December 31st, 2021**

ADDITIONAL INFORMATION

Option A: Passenger requires a flight or date change

- Flight or date change is allowed waiving the change fee and fare difference, as long as there is available space in the same fare class. If there is no available space in the same fare class, fare difference may apply according to the fare rule conditions.

Option B: Passenger requires a route change

- **If the original route has not been canceled**, route change is allowed and change fee will be waived, but fare difference may apply according to the fare rule conditions.
- **If the original route has been canceled**, the change of route is allowed. Change fee and fare difference will be waived, as long as there is space available in the same fare class. If there is no space in the same fare class, fare difference may apply according to the fare rule conditions.

Refund according to fare rules.

IMPORTANT

- **Three(3) changes are allowed as of this notice.**
- Applies to all regular, award, interline, and code share tickets on stock 230.
- The change fee (administrative fee) for travel agency tickets is waived.
- Applies to all rates: regular, group, net and dynamic.
- Also applies to companion award tickets.
- The refund fee for award tickets is waived.
- Waiver code must be documented in the **endorsement box/field and with an OSI**