



## LET OUR CUSTOMERS KNOW THAT THEY CAN BUY AND CHANGE WITH CONFIDENCE

### New waiver guidelines due to Coronavirus Outbreak

We would like to inform you that in order to provide flexibility to passengers who need to change their itinerary due to the Coronavirus, the following **new** guidelines have been established:

#### **WAIVER CODE:W5200312CVNW**

#### TERMS AND CONDITIONS

- Applies to tickets issued until: **March 31, 2020**
- Original travel dates until: **June 15, 2020**
- New travel date must be completed by: **December 31, 2020 or based on ticket validity (whichever comes first)**

#### ADDITIONAL INFORMATION

##### **Option A: Passenger requires a date or destination change**

- Date and/or destination 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. Valid for one (1) year from original ticket issue date or until December 31 2020, whichever happens first.
- Change fee will be waived, but fare difference will apply.

**Refund according to fare rules.**

#### IMPORTANT

- **Only one (1) change is allowed.**
- Applies to all regular, award, interline and code share tickets on stock 230.
- The administrative fee for travel agency tickets is waived.
- Applies to all fares: regular, group, net and dynamic.
- 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.**
- These guidelines are the most up to date and override previous communications.