

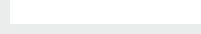
Dear Valued Travel Partner,

We'd like to let you know that travelers are now able to make unlimited rebooking/rerouting changes without any charge **for tickets issued from 9 March to 20 April 2020**. Please find the details listed below.

Rebooking/Rerouting charge will be waived when:



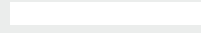
The newly rebooked/rerouted travel date/sector must observe and conform to the conditions of the respective fare rule, subject to the applicable fare difference and/or charges, if any.



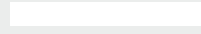
No refund for the fare difference, if any.



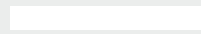
The new rebooked/rerouted journey must be completed on or before 28 February 2021.



For wholly unused ticket, rerouting is allowed by collecting applicable fare/tax difference, if any.



Rerouting for partially used ticket is not allowed, please observe the respective fare rule.



Conditions:



Tickets issued from 9 March to 20 April 2020 (irrespective of fare type except redemption and group tickets).



A special code **FLEXFLY20** must be inserted in ticket endorsement box of the new ticket and all the subsequent tickets.



Changes must be completed prior to departure.



Please note this is not applicable to no shows.

Please do not hesitate to contact your account manager with any questions or concerns.

Sincerely,
Commercial Sales Team