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Unlimited Changes Without Charge

For new tickets issued from 9 March to 20 April 2020

Dear Valued Travel Partner,

We are pleased to announce that travellers can now make unlimited rebooking/rerouting changes without any charge.

Please find the details listed below:

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 first reissued ticket and all the subsequent tickets.
- Changes must be completed prior to departure.
- Please note this is not applicable to no shows.

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.

Should you have any questions or concerns, please do not hesitate to contact your account manager.

Yours Sincerely,

Commercial Sales Team