

<https://agent.norwegian.com/uk/travel-info-and-how-to-book/general-information/important-information/>

General information

Important information

Updated 20:00 CET, March 14, 2020

*** Due to a high volume of calls it is difficult to reach us per phone. ***

We are sorry for the inconvenience this may cause you. Please contact us per [email](#) if you are not able to get through to us on phone, and we will try to reply as soon as possible.

Guidelines regarding corona virus and waived change fee

In light of the travel restrictions due to Covid-19, we are waiving the change fee for the following bookings for travel up to and including 30 November 2020:

All bookings for international flights made up to 22 of March, 2020

Go to [this link](#) for more details and conditions.

Individual bookings

- GDS bookings: See E-ticket (issued in BSP/ARC) guidelines below.
- WEB bookings (Agent Portal/API): Rebooking fees will be waived in Agent Portal. (price difference will apply).

E-ticket (issued in BSP/ARC)

ALLOWANCE WITHOUT WAIVER:	ACTION
Waived penalty fee (price difference to be collected on reissued ticket)	Add info in endorsement VOLUNTARY CHANGE D

Group bookings

- GDS bookings: Make a new booking and issue the deposit on EMD according to the new fare. For already ticketed bookings, make a new booking and issue tickets according to the new fare. Contact groupagent@norwegian.com for a waiver to cancel/refund EMD or ticket in the old booking. Remember to send us old/new booking.
 - WEB bookings: Contact groupagent@norwegian.com for rebooking options.
 - Any price difference between the existing flight and the new flight will apply. The entire journey (incl. return flight) must be completed by 30 November 2020.
-

Corona virus and cancelled flights

Go to [this link](#) for details and conditions and [flight status](#) to see if the flight has been cancelled.

E-TICKET (issued in BSP/ARC)

If the segment status is changed to UN in your GDS without any alternative flight options, below guidelines apply:

WAIVER IS REQUIRED WHEN:	ACTION
You would like to request for an involuntary rerouting	Contact Agent Support
ALLOWANCE WITHOUT WAIVER:	ACTION
Involuntary change to the same routing within Norwegian's network (DY/D8/DI/DN)	Add endorsement in bo

Request for refund: BSP link/arc@norwegian.com

TICKETLESS

If your customer received an SMS or EMAIL with information that a flight is cancelled, you can rebook or cancel the flight. Free changes and cancellation can be made through the [Agent Portal](#).

Request for refund: agentrefund@norwegian.com

Contact [Agent Support](#) if you have any additional questions.