

March 30, 2020

Exclusive information for the Direct and Travel Agencies channels. Not approved for distribution to the final customer and/or publication in mass media.

VOUCHER

1. What is the voucher?

It consists of a booking and/or ticket with pending unflown segments or coupons that you may use for a future trip. This includes ancillaries or EMDs you had already purchased.

2. Is a voucher the same as an EMD?

No. The voucher is the booking, ticket or EMD you did not use due to the emergency health situation of COVID-19, based on Avianca's waiver policy.

3. Is the voucher a balance in favor I can use to purchase another ticket with a different route, date or name?

You can use the voucher as a method of payment to purchase another ticket with a different route and/or date, but name changes are not allowed. For tickets redeemed with miles, only route changes apply if no segment of the ticket has been used. For partially used miles tickets, only date change applies.

4. Is the value of the voucher equivalent to 100% the value of the ticket or is anything discounted?

The value of the voucher is equivalent to the value of the unused ticket or segment, including applicable taxes.

5. What happens if the conditions of the ticket do not match the conditions of the voucher?

The conditions of the voucher are the same as those in the waiver policy and they govern over those of the ticket. We have extended the expiration date of tickets from December 31, 2020 until March 31, 2021 based on those conditions:

- It applies to all international and domestic flights scheduled between March 4 and April 30, 2020 and May 31, 2020 regardless of the date of purchase. (The times in this policy will be revised subject to the evolution of current circumstances).
- It must be redeemed by December 31, 2020 for the purchase of tickets with a maximum travel date of March 31, 2021.
- It may only be used for direct or connecting flights operated by Avianca, TACA, Avianca Ecuador and/or Lacs and it may also be used for codeshare flights with other airlines, purchased through Avianca's channels.
- It will be issued for the total value of the unflown ticket. The value of the administrative fee can be discounted depending on the channel on which the unflown ticket was purchased.
- It will be sent to the email registered on the form within twenty working days after correctly completing the form and submitting it.
- It is not transferable, endorsable, or refundable for cash.
- A person with an open booking who decides not to accept the voucher can make changes on the website on the same booking or request a refund.

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- If the ticket was purchased at a travel agency, the client must contact the agent to reschedule a new itinerary and/or receive help with their current itinerary.

Considerations:

- It may be redeemed for the purchase of tickets, special services, penalties, additional baggage, excess baggage charges and other products and services offered directly by Avianca.
- For partially used tickets, the voucher will correspond to the value of the fare selected when the purchase was made for the unused segment.
- The voucher applies to all persons included in the same booking.
- If the value of the voucher is expressed in a currency other than the redemption currency, the conversion will be made to the local currency of the redemption country using the current exchange rate applicable to the sale of tickets.
- The conditions and restrictions of the fares of the new tickets purchased shall apply.
- If there is a balance in favor, a new voucher will be used to the original holder, subject to the same conditions and validity of the original voucher. A notice will be sent to the client as to how to use the voucher.
- The person on behalf of whom the voucher is issued is responsible for its security and good use. Avianca, as issuer of the voucher, is not liable for its loss or improper use.
- Issuing the voucher guarantees the air transportation service of the ticket holder for the ticket not flown.

6. How does the voucher apply if my booking was made using miles?

- a. If the redeemed ticket is unused, the voucher may be used for route and date changes. There may be a miles and taxes differences when changing the route.
- b. If the ticket has been partially used, the voucher will only allow date changes, not route changes.

7. Why does my partially used ticket not allow route changes?

When redeeming your ticket, the required taxes and miles may be calculated depending on the origin or destination. When a trip has begun, it is impossible to recalculate taxes as they have already been earned.

8. Can I request a voucher even if my ticket does not meet the active waiver conditions?

No, you may not. The conditions to request a voucher are the same as those of the active waivers.

9. If my new ticket is for a different value than the voucher, what happens to the balance in favor or difference?

The balance in favor will be rendered as a document known as an EMD (Miscellaneous Document) for the residual value, which may be used in future purchases of ancillaries and tickets.