



TO: CROATIA AIRLINES SELLING OFFICES SELLING AGENTS & GSA

DATE: 31MAR2020

SUBJECT: OU FULLY FLEXIBLE POLICY Due to Coronavirus travel disruptions

ELIGIBILITY

- Passengers holding OU/831 tickets issued on/before 19APR20 and issued for travel on/before 31MAY20.

Or

- Passengers holding OU/831 tickets issued for travel on/before 25OCT20 on OU services to/from Oslo, Stockholm and Helsinki

Rebooking:

FULLY FLEXIBLE - Unlimited number of rebookings is permitted free of charge, provided:

- Ticket is exchanged for rebooking before the date of the flight being changed,
- New ticket is issued on/before 19APR20 (extensions are possible only with possible future extension of this policy),
- New travel dates within ticket validity,
- If the same RBD is not available, the fare difference should be collected, - A note should be inserted in the PNR: "REBOOKED DUE CORONA VIRUS (INSERT DATE)"
- Origin and destination of the original fare component cannot be changed.

Refund:

Unused ticket:

- Voucher refund - refund the full value of unused ticket including ticketing/service fee as well as any fee paid for optional services

- Voucher is non-refundable and can be exchanged for the new OU/831 ticket within 12 months from the date of issuance.

Partially used ticket:

- Voucher refund - refund the full value of totally unused fare component including any fee paid for optional services related to unused fare component.

- Ticketing fee is non-refundable for partially used tickets.

- Voucher is non-refundable and can be exchanged for the new OU/831 ticket within 12 months from the date of issuance.

Voucher must be issued before the date of the flight being refunded.

Passengers holding other carriers' ticket document must contact the ticket issuing carrier for refund policy information.

Further publications:

Tariffs & Commercial Agreements Department