

(Azerbaijan Airlines)

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Good Day,

Due to the outbreak of COVID-19 and the rapid spread of coronavirus worldwide, "Azerbaijan Airlines" CJSC was forced to adjust the rules for booking and cancelling of flight tickets.

The new coronavirus pandemic has had a negative impact on air operations around the world. Free rebooking is the only significant relief that many airlines have provided for their customers.

Due to unforeseen force majeure circumstances that the airline needs to confront today, as an alternative to your ticket, you are offered a free change of itinerary within the same fare basis availability.

Rebooking to any date within 12 months from the date of purchase of the original ticket is available for all tickets with a departure from March 10 to May 31, 2020, except for the flight tickets with open departure dates.

AZAL further calls upon you to comply with quarantine measures to successfully resolve the situation with COVID-19 soon.

Thank you for choosing flights with our airline! We look forward to welcoming you on our new flights!

Hörmətlə / Kind regards,