

# APG AIRLINES -COVID-19 POLICY

Last update: 7<sup>th</sup> of April 2020

**This policy overrides all other refund policies for all tickets issued on GP stock and is applicable for BSP only.**

**For GP tickets having a flight scheduled between 1st of March 2020 and 30th of June 2020 involved in the itinerary:**

- **Cancelled flights:** if one of the flights scheduled on a 275 ticket is cancelled by the operating airline or with a schedule change higher than 5 hours:
  - You may change the date for free (ADC to be collected) for a travel date before 31MAR2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must [add a retention line in your PNR](#) to maintain it as active, the reissue must be done before 30SEP2020 (date of travel can be later)
  - If ticket is not reissued before the 30SEP2020, you will be authorized to ask for a full refund through BSP Link from 01JAN2021, do not forget to attach the PNR history with the cancelled flight.
  
- **Operated flights:** flight operates but your passenger wants to cancel or is denied to enter a country due to his nationality or situation
  - You may change the date for free (ADC to be collected) for a travel date before 31MAR2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must [add a retention line in your PNR](#) to maintain it as active, the reissue must be done before 30SEP2020 (date of travel can be later)
  - Or refund the ticket as per the operating airline fare rules, you may send your request through BSP Link, a fee of 3 EUR will be applied per ticket and refund will be processed in the coming weeks.

**For GP tickets having a departure from 1st of July 2020:**

- **Cancelled flights:** if one of the flights scheduled on a 275 ticket is cancelled by the operating airline or with a schedule change higher than 5 hours:

- You may change the date for free (ADC to be collected) for a travel date before 31MAR2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must [\*add a retention line in your PNR\*](#) to maintain it as active, the reissue must be done before 30SEP2020 (date of travel can be later)
  - If ticket is not reissued before the 30SEP2020, you will be authorized to ask for a full refund through BSP Link from 01JAN2021, do not forget to attach the PNR history with the cancelled flight.
- **Operated flights:**
    - **Fare rules apply for any changes or refund.**
    - **Refund may be requested through BSP Link**, a fee of 3eur will be applied per ticket and refund will be processed in the coming weeks.

**This procedure might be changed without notice, depending of the evolution of the COVID19 pandemic.**

## **Procedure for retention line:**

The following entry must be added in the PNR, it will allow you to keep it active until 30SEP2020, deadline for reissue.

**[PNR Retention GDS Entries](#)**