



NEWS PROCEDURES & ADVICES COMMUNICATION OFFERS EVENTS

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## Vueling flexibility policy COVID-19

Due to Coronavirus Covid-19 outbreak, following guidelines have been published. We stay in close contact with authorities and follow their instructions. We are providing regular updates.

Due to local authorities' restrictions, we had to temporarily suspend or reschedule some flights. Please, first, check your flight status.

### INVOLUNTARY CHANGES

If your flight is being rescheduled or cancelled, or if the country of flight origin or flight destination announced travel restrictions, it is not necessary to contact our Call Center. You can easily follow the procedure as indicated below.

For bookings made in GDS, we authorize a date change for flights until the 31/05/2020 (subject to availability), reissuing the ticket at no cost. If flight departure is after 31/05/2020 you can make a date change, name change or route change by reissuing the ticket without penalty until 31/12/2020 to fly until 30/06/2021 (fare difference applies in this case). In both cases the reissue will be manual (not ATC) and COVID19 must be added in the endorsement box.

For bookings made in the Agencies website, we authorize a date change for flights until the 31st of May 2020 (subject to availability). You can also ask for a refund in the form of a voucher via the section Booking management to be used until 31/12/2020 to fly until 30/06/2021.

### VOLUNTARY CHANGES

#### Flexibility for existing bookings

We understand that the current situation requires greater flexibility, so we're offering the chance to change the dates of all your customers' bookings which include flights between March 13th and April 30th 2020.

For bookings made in GDS: you can manage the change before 31/12/2020 for any available flight. For that, you must cancel the original flights and reissue manually on the same booking or a new one the ticket (note ATC will not waive the penalty), indicating COVID19 in the endorsement box. For bookings made in the Agencies website: you can click in the Change Flight option within the Booking Management section, no penalty will be applied. In case of both outbound and inbound flights are affected (round trip), where the outbound date is close to the inbound, the return flight must be changed in first place and only then the outbound flight.

Note that:

Change date must be done before 31/12/2020 to fly until 30/06/2021.  
The change will be free of charge (only the fare difference will be paid, if applicable).  
Only one date change is allowed per flight in the booking (except for the TimeFlex fare which allows unlimited changes).  
Valid for all fares and flights operated by Vueling through the Agencies website, NDC and GDS.  
No show, name changes and origin/destination and downgrade changes not allowed.

#### Flexibility for new bookings

We've removed the flight change fee for all bookings made until 31<sup>st</sup> March.  
So, if your customers plan change, they won't lose their tickets.

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For bookings made in GDS: you will be able to change the date and reissue the ticket manually directly on the GDS platform.

For bookings made via the Agencies website: you will need to click in the Change Flight option within the Booking Management section.

Note that:

Change date must be done before 31/12/2020, if none of the flights in the booking have been flown, to fly until 30/06/2021.

The change will be free of charge (only the fare difference will be paid, if applicable).

Only one date change is allowed per flight in the booking (except for the TimeFlex fare which allows unlimited changes).

Valid for all fares and flights operated by Vueling through the Agencies website, NDC and GDS.

No show, name changes and origin/destination and downgrade changes not allowed.

Our teams put all efforts to minimize the impacts on our mutual customers.

For any other information, you can contact our call centre dedicated via our website through [« Contact us »](#).

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