

Dear Sir. / Mdme ,

**With respect to the ongoing spread of COVID-19 virus and the consequences, affecting the passengers on Bulgaria Air flights, we would like to inform you:**

All passengers who wish to postpone or cancel their trip ,will be able to take advantage of the options.

**For the purpose, all the original segments have to be cancelled (removed) from the reservation within 24 hours before the day of the flight. Changes to tickets for no-show passengers will be made on the terms of the ticket purchased. For Agencies cancelled (removed) the original segments from the reservation within 24 hours before the day of the flight, the airline offers:**

To keep the ticket with open dates for travel until the end of 2020, for any of the direct destinations of Bulgaria Air.  
The client can also redeem the following bonuses for his ticket completely free of charge:

Optional one of the additional services listed below valid only on flights operated by Bulgaria Air:

+ in case the passenger would like to be accompanied by someone else, we guarantee that the second ticket will be issued at the same price, as the original ticket for the cancelled flight

Regarding COVID-19 situation , all kinds of refunds are restricted via GDS or BSP link on 623 tkts for unknown period.”