

We would also like to take this opportunity to provide some important updates.

In respect of recent flight cancellations due to COVID-19 travel ban by national governments, the following options may be used for itineraries with UN flight status:

All options as indicated in the actual fare rules;

To reschedule a departure for a later date and rebook a ticket on UIA flights from April 24, 2020 onward under the same fare during the ticket validity without penalties. If new bookings are at a different fare or under different conditions, additional fees and taxes may be required.

To reissue your ticket (full value) for future transportation on any UIA flight through EMD DEPO/CDET- in the original passenger's name.

- *The validity of the EMD is 1 year from the date of EMD issuance; new travel dates may be later.*

To cancel your flight segments and leave the ticket open for use within original ticket validity.

To reissue a ticket (full value) for further transportation on any UIA flight through a promo code.

- *In order to receive a promo code, passengers need to send a request through this link, [feedback form](#) at [flyuia.com](#). The promo code can be used to pay for a new ticket, including fare and taxes on any UIA scheduled flight in any class of service. The promo code can be used when booking a flight or an additional service on the airline's website.*

To contact pshelpdesk@flyuia.com for more information or refund.

Future Travel Flexibility

For bookings made now through April 24, 2020, for travel from April 24 to October 26, 2020, we have introduced a flexible change policy that is applicable to all fare types. For these future bookings, you are eligible to receive one travel date change for the same route and at the same fare, without penalty, and within the validity period of the ticket. Standard fees and charges will apply to additional changes. This allows you to book flights with the opportunity to easily change your plans should the need arise.

We're here for you.

Our team is working 24/7 to answer every question and to promptly process each request, and find the best possible solution for each passenger impacted by schedule changes due to the COVID-19 virus. All agents are welcome to contact our support team at pshelpdesk@flyuia.com or you can contact your Regional Sales Manager.

Together, we will get through this!

These have been the most challenging of times. It is with your support and in working closely together, that we will overcome, and get back to the business of doing business as quickly as we can. For the moment, we hope that you and your loved ones are healthy and safe. And, we urge everyone to stay home and take care of yourself and your family for a happy Easter holiday and to rise again in the future. You can stay in touch with UIA and receive the latest airline updates via our social networks and on UIA website.

We look forward to serving you and welcoming our passengers onboard in the very near future!

Your UIA Family