

# Vueling and Level Europe Flexibility policy

## COVID-19

Due to local governmental restrictions, we had to temporarily suspend or reschedule some flights. We are providing regular updates, following the instructions of the competent authorities.

You do not need to contact our Call Center, we inform you below of the alternatives offered because of the current situation caused by COVID-19 and how to proceed according to the purchase channel.

Please, first, check your flight status [here](#).

### INVOLUNTARY CHANGES

If your flight is being rescheduled with a change of more than 5 hours or is being 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 (subject to availability) to fly in the next two months from the date of the original flight, reissuing the ticket at no cost. You can also make a change to any other date, name and / or route, reissuing in the next 18 months without penalty to fly until 30/06/2021 (fare difference applies in this case). In both cases, the reissue will be manual (note ATC will not waive the penalty) and COVID19 must be added in the endorsement box.
- For bookings made in the [Agencies website](#) or via [API/NDC](#) , you can change your date to fly in the next two months free of charge (subject to availability) or by paying a fare difference for any other later date. You can make the change through the " See status of my booking " option in the "Booking management" section of [Agencies website](#) or redirect the passenger to manage it himself through [www.vueling.com](http://www.vueling.com). You can also request a refund in the form of a voucher to be used in the next 18 months.

Note that:

- ⇒ If the reservation includes multiple flights, you will receive a voucher for each cancelled flight with the corresponding credit for that flight.
  - ⇒ The flight credit can be used directly on the payment page through [Web Agencies](#) or [www.vueling.com](http://www.vueling.com).
  - ⇒ When making the payment of the new reservations, if the final amount is less than the available credit, the difference will be saved for future reservations. In the case, that the total amount of the new reservation is higher than the available credit, the difference has to be paid by credit card.
- For group bookings made through the [group website](#), you can ask for a refund in a form of a credit shell and you can use for payment it in a new group booking in the next 18 months after the first flight of your original group. You can also find detailed information under “Group terms and conditions”.

You can also ask for a refund of the total amount of the booking, no matter the sales channel you used.

We've set up a dedicated customer service line (free of charge) exclusive for travel agents:

- Internacional: +34931227210
- USA: +12027703541
- UK: +442038686133
- IT: +390694808813
- FR: +33176433190

Our working hours are from Monday to Friday between 10h and 16h. The attention language is Spanish and English. Due to the current situation, the refund may take longer than usual. Because of an exceptionally high volume of calls, we are managing refunds based on flight date. At the moment, we are managing refunds for March flights. If you would like to request for a refund of an April flight, please, contact us by after the 10th April.

## **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 May 31st 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 (no penalty fee but only the fare difference will be paid, if applicable).
- For bookings made in the [Agencies website](#) or via [API/NDC](#): you can click in the Change Flight option within the Booking Management section through our [Agencies website](#) (no penalty fee but only the fare difference will be paid, if applicable).

Note that:

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

⇒ No show, name changes and route change and downgrade changes not allowed.

- For bookings made in [Groups platform](#): we're offering you the option of cancelling group bookings free of charge and using the amount already paid for another group booking in the future. You can easily manage it by clicking the "Cancel booking" button.

Note that:

⇒ You can cancel a group booking up to 24 hours before the departure of the flight.

⇒ You can transfer the amount of the cancelled booking to a new group booking for any date and destination.

⇒ You'll have 12 months (from the date of the original flight) to use the reserved amount.

⇒ If the total amount of your new booking is higher than the reserved amount, you can pay the difference by credit card. If there are more than 30 days to the departure of the new flight, you can also pay by bank transfer.

## Flexibility for new bookings

We've removed the flight change fee for all bookings made until 30th April. So, if your customers plan change, they won't lose their tickets.

- 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** or via **API/NDC**: you will need to click in the Change Flight option within the Booking Management section through our **Agencies website**.

Note that:

- ⇒ Change date must be done before 31/12/2020, if none of the flights in the booking have been flown.
- ⇒ 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, route change and downgrade changes not allowed.

Please, **check out this guide** we have prepared to help you manage changes in **GDS**.

Our teams put all efforts to minimize the impacts on our mutual customers. We appreciate your patience and understanding during these difficult times for the industry.

For any other information, you can contact our call centre dedicated via our website through « **Contact us** ».

## Changes in the groups' general conditions

Please note that **we have revised our general terms and conditions for groups** to make them simpler and offer more flexibility.

The main changes are as follows:

**Acceptance period:** We've extended the acceptance period to 14 days for group quotes requested 91 or more days before the departure of the flight.

Days before departure	Quote validity
91 or more days	14 days
Up to 90 days	7 days

**Payment deadlines:** We've reduced the deposit from 30% to 20% for all types of groups.

Amount payable	Payment deadline
20%	5 days after acceptance
80%	30 days before departure

**New structure for reductions:** We've simplified the ranges of penalty-free seat reductions by unifying the terms and conditions for groups of 51 or more passengers.

Groups of up to 50 passengers	
Days before departure	Reductions without penalty
Up to 90 days	50%
Between 89 and 60 days	30%
Between 59 and 30 days	10%
Between 29 and 0 days	0%

Groups of 51 or more passengers	
Days before departure	Reductions without penalty
Up to 90 days	40%
Between 89 and 60 days	20%
Between 59 and 30 days	10%
Between 29 and 0 days	0%

Reductions that exceed the percentages stated will be subject to the following charges:

**30%** of the net fare if the reduction is requested up to 60 days before the first flight in the booking.

**50%** of the net fare if the reduction is requested between 59 and 30 days before the first flight in the booking.

**100%** of the net fare if the reduction is requested between 29 and 0 days before the first flight in the booking.

These changes will apply to requests accepted from 30 of January 2020.

Requests accepted before this date will continue to be subject to the general terms and conditions notified when the quote was accepted.

# Vueling ADMs policy

In accordance with Resolution 850m by IATA, we would like to inform you about the ADM (Agent Debit Memo) issuance policy that is being applied by Vueling Airlines (VY-030) with the aim of complying with the company's guidelines for ticket issuance, direct refunds and best practices.

## 1. Reasons for raising ADMs

### 1.1. Issuance

Here are the most common reasons for raising ADMs to ensure our fare structure is been correctly applied:

- **Errors when loading fares or fees manually:**

An ADM will be raised when the amount issued for fares and/or fees is lower than the amount established by fare rules.

- **Errors in the commission applied:**

An ADM will be raised if the wrong commission is applied or if it is higher than the established amount.

- **Non-commissionable penalty:**

An ADM will be raised if commission is applied to the corresponding penalty according to fare rules.

- **Errors in the amount of "Issued in Exchange for" entries (fare or penalty):**

An ADM will be raised for not applying upgrading or penalty in reissues (in Exchange).

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