

Sales Talk 937

05 May 2020

Subject: Refund policy applicable to EU countries (including UK) for departures up to/including 31May 2020

This Sales Talk is applicable to EU countries only (including the UK). It details the revised refund policy for the departure period up to/including 31May 2020 and is applicable to **involuntary** refunds only. Refund policies for EU countries for voluntary refunds or for departure periods 01June 2020 and beyond remain as per Sales Talk 935 (dated 14April 2020) as do policies related to change of reservation. All non-EU countries should continue to refer to Sales Talk 935 (dated 14April 2020) for both refund and change policies.

Revised Terms and Conditions for Refunds

Policy for **individual** passengers only – applicable to **involuntary** refunds only (i.e. where at least one flight has been cancelled):

1. Passengers holding GF tickets issued on/before 31May 2020 with a confirmed outbound travel date up to and including 31May 2020 and who are impacted by the cancellation of at least one flight in their itinerary are permitted to refund their tickets without penalty. **All refund fees will be waived.**
2. The above applies to both refundable and non-refundable tickets.
3. If a ticket has been partially used, the difference between the purchased price and the applicable fare for the flown journey, minus any applicable taxes is refunded.

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Policy for **group** bookings only:

1. For groups where tickets have been issued up to and including 31May 2020 and having confirmed GF reservations for travel up to/including 31May 2020 and that are impacted by the cancellation of at least one flight in their itinerary are permitted to refund without penalty.
2. For groups holding a confirmed GF reservation for travel up/to including 31May 2020 where a deposit payment has been collected but tickets are not yet issued and who are impacted by the cancellation of at least one flight in their itinerary will be permitted to refund the deposit without penalty.

PNR must be commented with the following OSI entry:

OSI GF REFUNDED DUE CORONA

Refunds for fully unutilized tickets should be processed via GDS using the Sales Talk reference 937 as the authority. For Partially utilized tickets please apply through BSP link.

The policy for voluntary refund requests remains unchanged and Sales Talk - 935 (dated 14April 2020) applies.

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