

## TAP Air Portugal

### COVID-19 PROCEDURES - UPDATE 28APR20

Last updated on: 28 Apr 2020

For extraordinary times, extraordinary solutions.

We offer more flexibility, more value, more time and peace of mind to manage reservations,  
now for travel starting until September 30, for tickets issued until May 15, 2020.

For passengers with tickets issued in these circumstances, TAP will offer a discount of € 25 or € 100, depending on the route, for new dates/routes. See details below.

#### PROCEDURES FOR TRAVEL UP TO 30 SEPTEMBER AND TICKETS ISSUED UP TO 15 MAY 2020

Keep the PNR active and ticket open to reschedule later<sup>(1)</sup>. See reservation change procedures.

#### OPTIONS

##### DATE AND / OR ROUTE CHANGE

##### CANCELLED FLIGHTS (STATUS UN)

New travel date :

up to 28FEB21 for fully unused tickets;

31DEC20 or within ticket validity (more restrictive option applies) for partially used tickets

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<p>Same route: Same RBD = NOADC Higher RBD = recalculate and charge difference</p>	<p>Reebook in same cabin . Same RBD or lowest available</p>
<p>New route:  Recalculate and charge difference</p>	<p>Changes at no cost. Keep the same fare construction on the new ticket.</p>
<p>Change fee: not charged  Note: one free change (no change fee) per ticket; subsequent voluntary changes follow normal fare rules</p>	<p>Change at no cost.  Note: after reissue by UN, a free voluntary change (no change fee) will be allowed.  Subsequent voluntary changes will follow normal fare rules.</p>
<p>Endorsements: CV19TPOFFER</p>	<p>Endorsements: CV19TP</p>
<p>New reservations and reissues: completed by August 31, <u>according to the TDC, whichever is more restrictive</u></p>	
<p>Discount offer on new travel (except INF):  € 25 for medium haul * € 100 for long haul ** To be deducted from the recalculated amount, in the case of additional charge. If the amount of the difference to be paid is less than the above, apply NOADC (and no credits remain). Endorsements: CV19TPOFFER</p>	<p>Option: VOUCHER for new purchase  or  Option: TAP will allow refund of tickets via BSPLink, however in the current context and with reduction of staff, processing will take longer.</p>

**How to price the new ticket with the offer**

**Regarding new TST two situations must be observed :**

- 1. If the amount of the difference to be paid is equal or less than the discount to be applied, apply NOADC (and no credits remain)**
- 2. If the amount of the difference to be paid is higher than the discount, insert the amount to be collected in total amount field. Insert old form of payment shown on the original ticket and insert a new form of payment with the additional to be collected from the passenger.**

**Tickets with Interline or Code Share flights: VOUCHER for new purchase**

**or**

**Option: TAP will allow refund of tickets via BSPLink, however in the current context and with reduction of staff, processing will take longer.**

**Associated services EMD: can be used in the new reservation. If they expire earlier, contact us. Alternatively a voucher for the total value can also be requested.**

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**\* domestic flights, european and Africa medium haul (except Luanda and Maputo)**

**\*\* Long haul flights Africa (Luanda and Maputo), Brazil, Venezuela, United States and Canada**

**OPTION VOUCHER**

Customer does not want to reschedule date and/or change route immediately

Full value of the ticket given back in voucher via the link <https://reembolsos.flytap.com/RefundsWAR/>

Validity: to be used as payment up to 2 years from the date of issue.

Non refundable

For travel or services on flights operated by TAP

For full or partial use. The remainder can be used on another journey, within the validity period.

Transferable, with authorization of the holder

Vouchers used by an agency or passenger on a TAP direct channel (flytap.com or Contact Center), originating from a ticket issued by a travel agency, will be considered agency revenue for the purpose of calculating incentives.

**VOUCHERS ISSUED AGAINST TICKETS  
WITH ORIGINAL TRAVEL UNTIL JUNE 30**

**VOUCHERS ISSUED AGAINST TICKETS  
WITH ORIGINAL TRAVEL  
BETWEEN 1 JULY AND 30 SEPTEMBER**

20% bonus - applicable to tickets where no flight coupon has yet been used.

Additional value is calculated based on the total value of the ticket.  
For example, for an ticket value of 100EUR the voucher will be issued in the total amount of 120EUR

Valid for vouchers requested from April 9

For journeys starting on/after July 1, 2020 the fare rules for the purchased ticket apply.

The value of the Voucher will be calculated according to the applicable fare rule, (except in case of cancellations with UN status).

ⓄKEEP THE PNR ACTIVE

Amadeus:

RUIAHK1LIS31DEC / KEEP BOOKING ALIVE COVID

Galileo:

RD.T/31DEC\*KEEP BOOKING ALIVE COVID

Sabre:

0 OTH YY GK1 LIS 20SEP-KEEP BOOKING ALIVE COVID

(for Sabre: date = current date + max. 180 days)

	NEW TKT VALUE	ORIGINAL VALUE	DIFF.	ADDITIONAL TO BE COLLECTED
ⓄEXAMPLE OF CALCULATION WITH 25€ DISCOUNT	300€	200€	100€	(100€-25€)= 75€ ADC
	300€	275€	25€	NO ADC
	300€	300€	0€	NO ADC