

## **GUIDELINES FOR FLIGHTS BETWEEN 1 JULY 2020 - 31 MARCH 2021**

As travel restrictions are being removed in different countries, air travel starts to recover gradually. We will gradually add frequencies and routes back to our network from July onwards. We intend to operate approximately 30% of our normal amount of flights in July, and we will add routes and frequencies month by month as demand recovers, taking into account the changes in travel restrictions in different countries.

This means that we cancel flights from our previously published traffic plan available in GDS for 1 July 2020 - 31 March 2021. Some routes will be temporarily cancelled until the end of March 2021.

You'll see the list of routes that are entirely cancelled on 1 July 2020 - 31 March 2021 attached.

We cancel several flights to other destinations as well as of 1 July. We'll cancel the flights from our systems gradually by 30 June 2020.

### **IF A FLIGHT ON/AFTER 1st JULY IS CANCELLED**

Customers can change their travel dates until 31 May 2021 without a change fee. The following policy applies:

- Finnair operated and marketed flight
- No additional collection in same booking class. In case of higher booking class, additional collection shall be collected
- Applies to all ticket types (Light, Classic/Value, Flex/Pro etc.)
- No additional PNR elements (eg. OS AY CORONA element) are needed for tickets issued for these changes.
- Purchased travel extras can be moved to new flights

Partial or full refund of the ticket and purchased travel extras permitted. OS AY REFUND DUE

TO CORONA must be added to all cancelled bookings.

### **IF A FLIGHT AFTER 1st JULY IS OPERATING**

For bookings made between 1st April - 30th of June latest on 30 June 2020, customers can change their travel dates until 31 May 2021 without a change fee. The following policy applies:

- Ticket issued between 1st April - 30th of June, 2020
- Finnair operated and marketed flight
- No additional collection in same booking class. In case of higher booking class, additional collection shall be collected
- Change must be made latest 7 days before departure, if change is made less than 7 days before departure the change conditions follow the original ticket rules.
- Travel within original ticket validity
- Applies to all ticket types (Light, Classic/Value, Flex/Pro etc.)

Refunds are according to ticketed fare rules.

Customer policy for tickets issued on/before 31 March can be found here: [https://www.finnair.com/fi/fi/information-services/flights/news?ITEM\\_ID=508#NEWS\\_Adjustments%20to%20Finnair%20traffic%20due%20to%20coronavirus](https://www.finnair.com/fi/fi/information-services/flights/news?ITEM_ID=508#NEWS_Adjustments%20to%20Finnair%20traffic%20due%20to%20coronavirus)

These rules also apply to individual Tour Operator bookings using TO fares, but they do not apply to Finnair Holidays, Aurinkomatkat/Suntours, other tour operators' customers or Group bookings.