

Kindly find below policy for QV

On behalf of Lao Airlines, I would like to inform to all related department, domestic station, international station, and our passengers' sale agent that we will waive the change fees and refund fees for passenger who wishes to change their traveling plan with the following details:

1. There will be no penalty fees for all passengers who wish to refund their tickets. An EMD (Electronic Miscellaneous Document) will be issued for passengers, this will allow passengers to use it as a credit to purchase the ticket of Lao Airlines in the future.

Note: For tickets that require a refund to be in monetary value, the process will take within 60 days.

2. Passengers who wish to change their traveling plan will be allowed to do so without any charge and will be able to travel up until 31st December 2020.

Seats are subject to the actual RBD availability in the system.

In the event that Origin RBD is full, an upgrade to another booking class will be allowed but with a fee.

One sector used ticket must follow the requirement set forth in each RBD.

3. Reroute to another destination is allowed but will be subjected to different charges.

4. No show status ticket will not be eligible to the policy mentioned above.