

ACTUALIZADO - 18 de mayo de 2020

Changes in flight operations COVID-19

In order to make the self-management of involuntary changes and reissues for cancelled flights due to COVID-19 easier, here is all the information regarding our flexibility policy and further procedures.

What to do if I have a booking with Air Europa?

How can I request a voucher? (Procedure and T&C's)

Steps to follow:

1. Cancel the original flight segments (XE)

2. Request voucher: After having followed the previous step, you can request the voucher by filling in the following [FORM](#).

Due to the large volume of requests, it is possible that at certain times the form of an error. If this is the case, we apologize and invite you to try again later. If after a few moments, it still does not work, you can contact our support agencies by calling:

If you have already requested the voucher through the email address included in the communication sent out by email, we will take care of it.

Voucher: Applicable conditions

- Valid only for **996 tickets**, regardless of the point of purchase and including travel agencies.
- **A voucher will be created for each of the tickets** not flown in the booking, for the total amount (fare basis + taxes). **Ancillaries** will be refunded **through BSPlink**. CLX requests will only be available through BSPlink until further notice. **No refund fees** will apply.
- The voucher can be **used** on any route **operated by Air Europa**, even if it's different from the original ticket route. Codeshare and Interline tickets are excluded **unless** the passenger can only fly on the original route. The voucher **must be used within one year of its issue and to fly within 12 months of the issue of the new reservation**.
- After 12 months from the issue of the VOUCHER, the holder may request a refund of the unused amount.
- The voucher can be used for one passenger and in case of excess amount it can be applied to a companion/s as long as they are in the same reservation and in the same purchase process.
- Currently, **vouchers can only be issued through Air Europa's Call Center**, although we are working on an alternative so that travel agents can also do so themselves.