

**Dear travel agent partner,**

We sent a Finnair update earlier this week detailing the NEW network post 1<sup>st</sup> July, there has since been an important change regards our rebooking policy for cancelled flights after this date, please see the change highlighted.

**IF A FLIGHT ON/AFTER 1<sup>st</sup> 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
- Rebooking into the same booking class as the original flight or lowest available in the same cabin
- Applies to all ticket types (Light, Classic, Flex 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

If rebooking is not possible and a refund is required by your our client partial or full refund of the ticket and purchased travel extras permitted. A refund can be requested either via your GDS (fastest) or via a refund application in BSP link 'OS AY REFUND DUE TO CORONA' must be added to all cancelled bookings.

PLEASE [bookmark Finnair Easy in your browser](#) for easy access to the important travel agent news online.

The full list of the latest news and policies can be found [here](#).

We once again want to thank you for being our partner and look forward to flying into the future together with you!

**WITH KIND REGARDS,  
Andrew Fish – General Manager UK, Ireland, Benelux**