

[COVID-19 latest updates - important information about bookings and cancelled flights](#)

[General information](#)

Important information

Last updates: Wednesday May 27, 14:45 CET

Due to the high number of requests we are dealing with, refund claims will unfortunately take longer than normal to process.

We thank you for your patience.

Covid-19 policy

- In light of the travel restrictions due to COVID-19, we are currently offering to waive the rebooking fee for selected restricted tickets. Normal conditions apply for Flex tickets:
- **Original e-ticket issue date:** All tickets issued up to and including 15th of June 2020.

Original travel dates: For all travel from 12th of March 2020 up to and including 30th of November 2020

New travel dates: Up to and including 28th of February 2021

Important info for GDS bookings

- Amadeus has extended the purge date for all PNR's with cancelled DY/DI/D8 segments with a departure date after 19th of April 20
 - Does not apply for Sabre/Galileo
 - Does not apply if passenger was NOSHOW on the flight
- The validity of e-ticket record has been extended to be valid 1 year from the latest flight date in e-ticket
 - This applies for all GDS'

- The ATC will in most cases waive the change fee automatically. If the ATC does not work, a manually reissue must be done. No need to issue change-fee EMD

Individual GDS bookings (issued in BSP/ARC)

Voluntary changes and waived change fee

- Valid on all flights
- Origin and/or destination change is allowed. Fare difference must be collected
- Change fee is waived
- If change results in a lower fare, there is no refund of fare difference
- Add following text in endorsement: VOLUNTARY CHANGE DUE TO CORONA <original flight nbr/ddmmm>
- Reissue must be done in the original booking

- **Involuntary changes**

- See procedures for schedule change and involuntary reissue: [Schedule change policy](#)
 - Add following text in endorsement: INVOL.CHNG DUE TO CORONA CNL <original flightnbr/ddmmm>
- For change of origin/destinations, follow "Voluntary changes and waived change fee" guideline

Refund on GDS bookings

- If you would like to request full refund of a cancelled flight, go to refund application in BSP-link.

Individual WEB bookings (Agent Portal/API)

Go to [Covid-19](#) for details and conditons and [flight status](#) to see if the flight has been cancelled.

Voluntary changes and waived change fee

- Rebooking fees will be waived in Agent Portal. Price difference will apply

- **Involuntary changes**

- If your customer received a SMS or EMAIL with information that a flight is cancelled, you can rebook or cancel the flight.
 - Free changes and cancellation can be made through the [Agent Portal](#)
 - **Refund on WEB bookings**
 - Request for refund: norwegian
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GDS Group bookings (BSP/ARC)

Voluntary changes and waived change fee

- Make a new booking and issue the deposit on EMD according to the new fare. The EMD must be issued instantly.
- For already ticketed bookings, make a new booking and issue tickets according to the new fare. Ticket must be issued instantly.
- Remember to cancel original booking (before departure) and send refund request of EMD or tickets to [norwegian](#). Add both original and new booking in the email.
- Origin and/or destination change is allowed
- Any price difference between the existing flight and the new flight will apply. The entire journey (incl. return flight) must be completed by 28 February 2021.

Involuntary changes

- For already ticketed bookings: Involuntary change to the same routing within Norwegian's network (DY/D8/DI)*
 - Add endorsement in booking: INVOL.CHNG DUE TO CORONA <flightnbr/ddmmm>
 - For bookings where only deposit is issued: Follow [Schedule change policy](#) for group reservations
 - * Contact Agent Support for rerouting
 - **Refund on GDS Group bookings**
 - If you would like to request full refund of a cancelled flight, go to refund application in BSP-link.
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WEB Group bookings (Agent Portal)

Voluntary changes and waived change fee

- Make a new booking online. The deposit must be paid instantly.
- Contact [norwegian](#) for cancellation and refund of deposit on the old booking.
- Origin and/or destination change is allowed
- Any price difference between the existing flight and the new flight will apply.
The entire journey (incl. return flight) must be completed by 28 February 2021

Involuntary changes

- Contact [norwegian](#) for rebooking or refund requests