

You can get the GOODWILL POLICY of CROATIA AIRLINES on the following link:

<https://www.croatiaairlines.com/important-notice?langid=en>

Here is the text :

Goodwill and cancellation policy for disruptions due to COVID-19

Passenger options for **existing and newly booked tickets up to June 15th 2020** for all domestic and international Routs **up to October 25th**:

- **unlimited number of rebookings without rebooking fee**

Changes are possible for new dates within validity of the ticket (within one year of the date of issue). If the original booking class is not available on the new flight, the fare difference will be charged. Date change must be completed before the beginning of the originally booked journey. Origin and destination cannot be changed.

- **voucher refund for the total ticket value** (including service fee)

Voucher can be exchanged for a new ticket within 12 months from the date of issue. Voucher needs to be issued before the flight in the original ticket and cannot be refunded. Voucher can be transferred to another passenger. Name change is charged 40 EUR (international Routs)/100 HRK (domestic Routs). Voucher request can be found here:

Best regards

Croatia Airlines