

May 28, 2020

## Change fee waiver for tickets purchased on or before March 2, 2020

To give our customers flexibility in their travel plans, we are offering a change fee waiver within the following parameters:

- Tickets issued on/before: **March 2, 2020**
- Original travel dates: June 1 - December 31, 2020
- Tickets/itinerary must be **changed or canceled** on/before **June 30, 2020**
  - **Canceling** the ticket/itinerary **allows customers to retain the value** for future use.
  - See: Future itinerary changes below for details.

### This change fee waiver applies to:

- All fare types, including Basic Economy, bulk, fixed, etc.
- All destinations
- All points-of-sale
- All travel up to 24 months from the original ticket issue date

All eligible tickets should be documented with **waiver code 7JC51** in the **OSI** field for both **ARC and BSP** reporting agencies in this format OSI UA 7JC51.

### Future itinerary changes

Customers can change to a flight of **equal or lesser value** with **no change fee**. If the new fare is of lesser value, a residual value **can** be issued. If the new ticket is a higher fare, the customer only pays the fare difference.

Customers who **cancel their ticket/itinerary by June 30, 2020** can retain the value of their ticket and then exchange it later with no penalty, add-collect applies.

- If a ticket is not changed or canceled by June 30, 2020, the penalty will apply.
- Basic Economy tickets cannot be changed or canceled after June 30, 2020.

Please remember, if a **customer does not intend to travel**, it's important to **cancel their itinerary before travel** to retain the ticket value for future use.