

ACTUALIZADO - 23 de junio 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?

Air Europa, following the health recommendations, offers more flexibility to its passengers whether the flights have been modified or not.

We have also implemented an improvement in the exchange conditions for sales made from **April 22nd to 30th** up to 3 changes without penalty and from **May 1st until July 31, 2020** 1 change without penalty (paying only the fare difference).

Flights until 30/06/20 (inclusive)

If the flight is between **05/03/20 and 30/06/20** and the ticket was issued before **21/04/20**, we allow:

- **Change of date free of charge until 30/06/21**, in the same cabin and in the off-season.
() With the exception of the following periods (18 December 2020 to 10 January 2021 and 26 March to 11 April 2021), where the difference in fare will be payable only if the fare is not available.*
- **Change of route until 30/06/21 without penalty, paying a fare difference if any.**
The reissue can be done automatically with **ATC**,
you are not allowed to do it with an **FXI**.
- **VOUCHER: Possibility to save the amount of the ticket to use it as credit in a future purchase** (valid for any destination operated by Air Europa or on the same route as the original ticket). This voucher must be used within one year of issue and to fly within 12 months of the issue of the new reservation. [Voucher request.](#)

Flights from 01/07/20

If the flight is **from 01/07/20** and has been modified, we allow:

- **Free date change until 31/07/21**, in the same cabin.
- **VOUCHER: Possibility to save the amount of the ticket to use it as credit in a future purchase** (valid for any destination operated by Air Europa or on the same route as the original

ticket). This voucher must be used within one year of issue and to fly within 12 months of the issue of the new reservation. [Voucher request.](#)

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: 0034902 401 551.

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.