

HY policy

A one off date change is permitted (within a 365 day period of the original date).

Tkt is valid for 12months from original departure date.

Kindly add a retention line if the flight is not available in the system - collecting fare and tax difference.

Refunds

If HY has cancelled the service under Covid 19, are possible. We ask all agents to refund through the GDS, although the procedure may take longer than normal.

Endo is COVID19 flight cxnl

Kindly share with your team

Hope this helps