

TO: CROATIA AIRLINES SELLING OFFICES
SELLING AGENTS & GSA
DATE: 29JUN2020
SUBJECT:

**OU FULLY FLEXIBLE POLICY Due to Coronavirus travel
disruptions**

ELIGIBILITY

- Passengers holding OU/831 tickets issued on/before 15JUL20 and issued for travel on/before 25OCT20.

Rebooking:

FULLY FLEXIBLE - Unlimited number of rebookings is permitted free of charge, provided:

- Ticket is exchanged for rebooking before the date of the flight being changed,
- New travel dates within ticket validity,
- If the same RBD is not available, the fare difference should be collected,
- A note should be inserted in the PNR: **“REBOOKED DUE CORONA VIRUS (INSERT DATE)”**
- Origin and destination of the original fare component cannot be changed.

Refund:

Unused ticket:

- Voucher refund - refund the full value of unused ticket including ticketing/service fee as well as any fee paid for optional services
- Voucher is non-refundable and can be exchanged for the new OU/831 ticket within 12 months from the date of issuance.
- Voucher can be exchanged for the new OU/831 ticket with a different name

than originally issued, provided additional payment of 40EUR/100HRK per

change is collected and the consent from voucher owner/sponsor of the original document is given.

- If voucher is used for more than one ticket, the name change should be charged per ticket.

Partially used ticket:

- Voucher refund - refund the full value of totally unused fare component including any fee paid for optional services related to unused fare component.

- Ticketing fee is non-refundable for partially used tickets.

- Voucher is non-refundable and can be exchanged for the new OU/831 ticket within 12 months from the date of issuance.

Voucher must be issued before the original flight date.

Passengers holding other carriers' ticket document must contact the ticket issuing carrier for refund policy information.