

Last updates: Thursday June 18, 11:35 CET

Norwegian to serve a wider European network from July

Since April Norwegian has only operated eight aircraft on domestic routes in Norway. Now another 12 aircraft will re-join the fleet and be put into operation across Scandinavia to serve our popular core destinations. From July Norwegian will operate 76 routes across Europe from the airline's Scandinavian hubs compared to the 13 domestic Norway only flights served today. Check out our route map from our Scandinavian cities **Oslo**, **Copenhagen** or **Stockholm**.

Mandatory use of face masks on board

From 17 June 2020 we are introducing the mandatory use of face masks for our passengers and crew on board our flights. This is in line with recommendations from European authorities (EASA) as a protective measure to keep everyone travelling safe. Go to [Covid-19 updates](#) for more details.

Covid-19 policy

- In light of the travel restrictions due to COVID-19, this is what we currently offer.

Cancelled flights

- Amadeus has extended the purge date for all PNR's with cancelled DY/DI/D8 segments with a departure date after 19th of April 2020
 - Does not apply for Sabre/Galileo
 - Does not apply if passenger was NOSHOW on the flight

- The validity of e-ticket record has been extended to be valid 1 year from the latest flight date in e-ticket
 - This applies for all GDS'

- See procedures for schedule change and involuntary reissue: [Schedule change policy](#)
 - Add following text in endorsement: INVOL.CHNG DUE TO CORONA CNL <original flightnbr/ddmmm>

- For change of origin/destinations on a cancelled flight (UN status), only fare difference must be collected.
 - If change results in a lower fare, there is no refund of fare difference
 - Add following text in endorsement: INVOL.CHNG DUE TO CORONA CNL <original flight/ddmmm>

- Cancelled flights (UN status) can be changed after original departure but within 2 months after original departure

Refund on GDS bookings

- If you would like to request full refund of a cancelled flight (UN status), go to refund application in BSP-link.

• Individual WEB bookings (Agent Portal/API) Cancelled flights

- If your customer received a SMS or EMAIL with information that a flight is cancelled, you can rebook or cancel the flight.
- Free changes and cancellation can be made through the [Agent Portal](#)
- Go to [flight status](#) to see if the flight has been cancelled.

GDS Group bookings (BSP/ARC)

Cancelled flights

- For already ticketed bookings: Involuntary change to the same routing within Norwegian's network (DY/D8/DI)*
- Add endorsement in booking: INVOL.CHNG DUE TO CORONA <flightnbr/ddmmm>
- For bookings where only deposit is issued: Follow [Schedule change policy](#) for group reservations

- * Contact Agent Support for rerouting

○ Refund on GDS Group bookings

- If you would like to request full refund of a cancelled flight (UN status), go to refund application in BSP-link.

WEB Group bookings (Agent Portal)

Cancelled flights

- Contact @norwegian.com for rebooking or refund requests

Schedule change policy

Updated April 29, 2020

Normally we will operate our flight according to original time table, but sometimes we need to adjust the timetable for different reasons. These changes are normally made more than 14 days before scheduled time of departure and booking is updated with a TK, TK/UN or UN segment.

Notification of schedule change:

- Booked in GDS: Notification will be sent on schedule change queue in your GDS.
- Booked on WEB: Notification will be sent to the email address registered in the booking.

Additional information:

- When a schedule change is accepted/confirmed in GDS or per email/phone, the confirmation is binding and normal fare rules apply.
- Schedule changes are made more than 14 days before scheduled time of departure and should not be mixed up with delays and irregularities close to departure (from 48 hours before departure) where other rules apply. Contact Agent Support if you are not sure how to handle these changes

| SCHEDULE CHANGE | ALLOWANCE |
|---------------------------------------|--|
| 180 minutes or less | * Normal fare rules apply, except when it is a broken connection. |
| 181 minutes or more/broken connection | Full refund* or |
| Airport change | Free rebooking to the same city pair on any alternative time/date available on Norwegian's network (D/Y/D&D/I) |
| Cancelled flight | |
| IMPORTANT INFORMATION | SEE BELOW GUIDELINE FOR WHEN YOU NEED WAIVER/AUTHORIZATION |

* Request for refund: BSP-link

E-TICKET (issued in BSP/ARC)

- If routing is the same and accepted by the passenger and all segments have a valid e-ticket number, confirm the segment in your GDS without any further action.

| WAIVER IS REQUIRED WHEN: |
|---|
| There is no availability within same ticket type** (Note: Cabin change is not allowed). |
| There has been a broken connection and you need to change the not affected leg of the transit journey. |
| You need to re-route from a direct flight to transit or vice versa. |
| You need to rebook to another airport within the same city. |
| You want to cancel and request full refund because of broken connection, schedule change (181 minutes or more) or airport change as not accepted by the customer. * |
| AN ADM WILL BE ISSUED IF WAIVER IS NOT RECEIVED OR THE TICKET IS NOT REISSUED ACCORDING TO OUR RULES AND GUIDELINES. |

* For BSP markets: Waiver is not needed, but request for refund should go through BSP-link

| ALLOWANCE WITHOUT WAIVER | ACTION |
|---|--|
| Free rebooking to the same routing within Norwegian's network (D/Y/D&D/I) | * Use same or lowest available fare class within the same cabin/ticket type** * Add remark in endorsement box * Reissue the ticket |
| Involuntary reissue if we have changed the routing and this is accepted by the customer | * Add remark in endorsement box |
| Text in endorsement box (add affected flightnbr/date) | * BNVOLSC<flightnbr/&dkmmms> |

** Cabin = Economy or Premium cabin on our transatlantic routes (Long Haul)

** Ticket type = Restricted or Flex

TICKETLESS (Booked on WEB or in Amadeus with OSDY/NASROBOT)

- WEB: If schedule change is accepted by the passenger, please confirm the change through the link in the e-mail received. If the schedule change meet the criterias for free rebooking, changes must be made through the Agent Portal.
 - AMADEUS: If booked in Amadeus and the schedule change is accepted by the passenger, please confirm the segment in Amadeus. If the schedule change meet the criterias for free rebooking, changes must be made through the Agent Portal.
 - If schedule change is not accepted by the customer and meet the criterias for full refund, cancel the booking and send a refund requests to @norwegian.com.
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