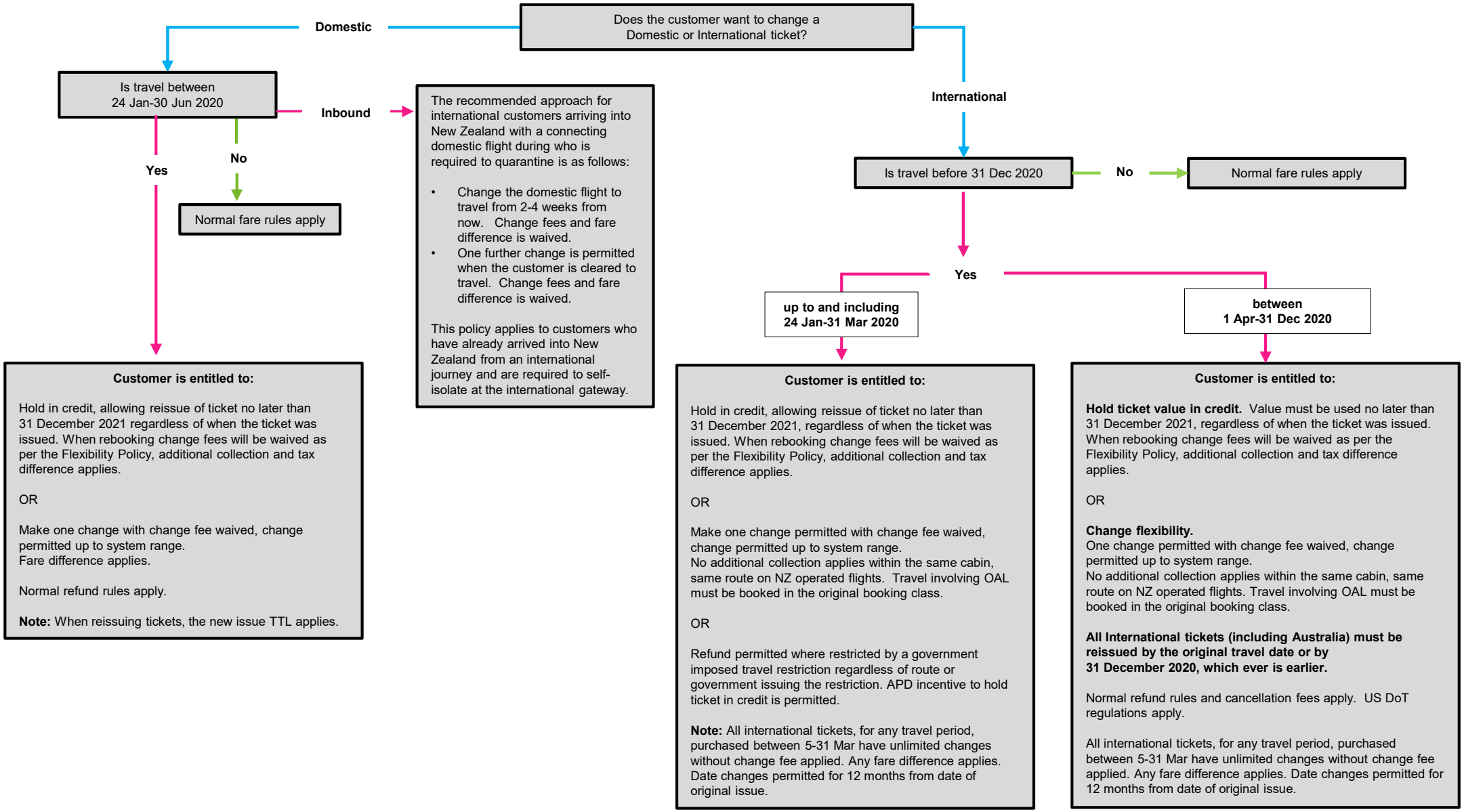
20 July 2020 V12

Quick Reference Travel Trade Guide
COVID-19 Flexibility Policy



The date of the first outbound journey dictates the flexibility policy to adhere to.
Tickets held in credit: All tickets held in credit are valid for rebooking by 31 December 2021. Travel is valid for 12 months from date of rebooking.