

## Need Help?

What do you need help with?

All categories

schedule change

GET HELP

 **Ticketing and EMDs**    **Irregularities and procedures**

## Procedures for cancelled flights (un)

Last updated on: 17 Jun 2020

### Procedures for cancelled flights (UN)

See conditions below

- **New travel date:**
  - For fully unused tickets or partially used tickets
    - change of travel date allowed within ticket validity
  
- **Same route - Waive of change fee (DU tax waive) and no fare difference to be collected:**
  - Rebook on the same cabin
  - Rebook on same RBD or lowest available
  - No new fare calculation applies. Keep the same fare construction on the new ticket.
  - Change at no cost, i.e no change fee (DU tax) nor fare difference to be collected.
  
- **Endorsements: CV19TP**
  
- **Change of route and/or tickets with interline or Code-share flights:**
  - check conditions with your [Agency Help Desk](#)
  
- **Associated services EMDs can be used in the new reservation.**