

COVID - 19

Flexibility for Customers - Policy Update

This bulletin replaces all previous Covid-19 policies. We are issuing this guidance for passengers who have flights impacted by the Covid-19 situation.

General Guidance for Covid-19 Policies:

- To qualify for waivers in fees/fare difference, passengers/booking agents should inform VAA of their wish to change their booking at least 21 days prior to their original travel date
- Where fare difference is charged, it should be calculated including all taxes/charges (Total Selling Price)
- Where the new Total Selling Price is lower than the original price, this is refundable to the passenger
- Where the passenger wishes to upgrade cabin, fare difference should be charged.
- Cancellations, refunds and downgrades are subject to original fare rules unless refund is permitted by policy

For passengers with flights which are still scheduled to operate

Applicable to passengers who **do not** have significant schedule changes

(flight cancelled, new mis-connects, departure time change > 3 hours)

Original Travel date	Ticket issue dates	Rebook travel period	Applicable to waive		Refund	Open Ticket	Re-route	
			Change fees	TSP			Same O&D	Alternative O&D
01 Mar 2020 – 30 Nov 2020	Any	14 Sep 2020 – 09 Dec 2020	Yes	Yes	As per fare conditions	Yes	No TSP required	Recalculate TSP
		10 Dec 2020 – 10 Jan 2021	Yes	No			Recalculate TSP	
		11 Jan 2021 – 31 Mar 2021	Yes	Yes			No TSP required	
		01 Apr 2021 – 30 Sep 2022	Yes	No			Recalculate TSP	
01 Dec 2020 – 30 Apr 2021	01 Mar 2020 – 31 Oct 2020	12 Sep 2020 – 30 Sep 2022	Yes	No			Recalculate TSP	

For passengers with flights impacted by significant schedule change

Applicable to passengers who **have** significant schedule changes

(flight cancelled, new mis-connects, departure time change > 3 hours)

Original Travel date	Ticket issue dates	Rebook travel period	Applicable to waive		Refund	Open Ticket	Re-route	
			Change fees	TSP			Same O&D	Alternative O&D
01 Mar 2020 – 30 Jun 2021	Any	14 Sep 2020 – 09 Dec 2020	Yes	Yes	As per fare conditions	Yes	No TSP required	Recalculate TSP
		10 Dec 2020 – 10 Jan 2021	Yes	No			Recalculate TSP	
		11 Jan 2021 – 31 Mar 2021	Yes	Ye			No TSP required	
		01 Apr 2021 – 30 Sep 2022	Yes	No			Recalculate TSP	