

COVID - 19

Flexibility for Customers - Policy Update

Hi

We wanted to let you know that we may have caused a some confusion with our tables in our previous email, we would like to apologise.

We have made some additions to the dates (in bold) that are applicable for TSP to be waived on both when the flights are still operating and if they have been impacted by significant schedule changes.

We would encourage customers to rebook at least 21 days prior to their original dates of travel, however we understand that this may not always be possible during these unprecedented times and our policy provides the flexibility for your customers.

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	Rebook travel period		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	14 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
1 Mar 2020 – 30 Jun 2021	Any	14 Sep 2020 – 09 Dec 2020	Yes	Yes	Applies to flight cancellations, mis-connections or a change of more than 3 hours	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	