

TRAVEL TRADE NOTICE

27th May 2020

AIR BOTSWANA UPDATE- COVID-19

Dear Travel Trade

Following the current situation of the Corona Virus Pandemic globally, Air Botswana has once again revised its Cancellation Policy as follows;

1. In an effort to curb the spread of the Corona Virus, Air Botswana will allow customers to change, without penalty, unutilized tickets purchased between the 01st January 2020 and the 31st May 2020 to any new travel date on/before the 31st March 2021 with a one-time waiver of the applicable reservation change fee.

- The airline offers customers who are not ready to travel on/before the 31st March 2021 an option to transfer the ticket value into a voucher (EMD) for future use. The validity of the voucher (EMD) will be as per the validity of the original ticket. That is, twelve (12) months from the first date of the original travel.

- In the event that the voucher is not used the refund will be processed in accordance with the applicable fare rules of the original ticket.

- Travel must be taken within the ticket validity, which is one (1) year from the 1st date of travel of the Original issue.

- The waiver will be applicable to tickets issued on/after the 01st January 2020 and on/before the 31st May 2020 and for travel on/before the 31st March 2021.

- Customers will be liable for any additional costs for changes in Government and other ticket related taxes.

- Both the original and the new tickets must wholly be on Air Botswana flights.

- All Refund requests will be processed in accordance with the applicable fare conditions.

2. Customers will have the flexibility of Re-routing to travel to any destination of choice within the Air Botswana route network subject to the following conditions;'

- Re-booking options are only available for tickets issued on/after the 01st January 2020 and on/before the 31st May 2020.

- The new flights will be subject to a difference in Fare, Fees and Taxes and no credit/refund of the residual amount will be made when a change results in a lower fare than the previous fare.

3. For Through/Interline journeys involving other airlines, the Policies of the fare owner will apply.