

Measures to manage irregularities for passengers affected by cancellation or reaccommodation of their itineraries.

In line with the gradual onset of our operations and considering there are still government restrictions and no certainty regarding the dates on which operations may resume, below are various protection waivers for passengers affected by these changes.

| <p>Applies to</p> | <p>Passengers with AVH ticket with travel date after September 1st and whose flights are affected by cancellation or rescheduling of the original itinerary.</p> | | | | | | | | | | | | | | |
|--|--|------|------|----------------------------|------|--------------------------|------|---------------------|------|----------------------|------|-------------------------|------|----------------------------|------|
| <p>The waiver does NOT apply on these dates</p> | <table border="1"> <thead> <tr> <th>DATE</th> <th>YEAR</th> </tr> </thead> <tbody> <tr> <td>December 15 to December 23</td> <td>2020</td> </tr> <tr> <td>January 1 to February 17</td> <td>2021</td> </tr> <tr> <td>March 24 to April 6</td> <td>2021</td> </tr> <tr> <td>June 15 to August 15</td> <td>2021</td> </tr> <tr> <td>October 7 to October 19</td> <td>2021</td> </tr> <tr> <td>December 15 to December 23</td> <td>2021</td> </tr> </tbody> </table> | DATE | YEAR | December 15 to December 23 | 2020 | January 1 to February 17 | 2021 | March 24 to April 6 | 2021 | June 15 to August 15 | 2021 | October 7 to October 19 | 2021 | December 15 to December 23 | 2021 |
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| <p>Waiver conditions & scenarios</p> | <p>1. Waiver 10390 - Waiver for passengers on routes to Europe</p> <p>1.1. Applies to: Passengers with AVH ticket on routes to and from Europe with travel date after September 1st and whose flights are affected by cancellation or rescheduling of the original itinerary.</p> <p>1.2. Conditions:</p> <ol style="list-style-type: none"> They may travel 8 days before or 120 days after the original travel date of the affected flight. Penalties for itinerary changes do not apply. Fare difference charges do not apply. The change applies on the same route or common points and the same cabin. Common points enabled for this waiver are BCN/LHR/MAD. The Contact Center process must be a voluntary change. The process for Amadeus agencies must be handled as a voluntary change, as it is parameterized by DW. Non-Amadeus agencies must follow the instructions of the self-management process for changes for travel agencies. Applies for group reservations with deposit, without issuing tickets. Applies for group reservations with issued tickets. | | | | | | | | | | | | | | |

2. Waiver 10391 – Waiver for passengers on routes that are operating and with an available flight within 30-days of the original flight.

Passengers may reaccommodate their flight under the following guidelines:

2.1.Travel Agency:

- a. They may travel **8 days before or 30 days after** the original travel date of the affected flight.
- b. Penalties for itinerary changes do not apply.
- c. Fare difference charges do not apply.
- d. The change applies on the same route or common points and the same cabin.
- e. The process for Amadeus agencies must be handled as a voluntary change, as it is parameterized by DW.
- f. Non-Amadeus agencies must follow the instructions of the self-management process for changes for travel agencies.
- g. Applies for group reservations with deposit, without issuing tickets.
- h. Applies for group reservations with issued tickets.

2.2.Contact Center Management:

According to the *Waiver procedure for passengers due to irregularities* published on Docbox.

Note: Notification of additional routes and conditions will be made in the following days.

3. Waiver 10392 – Waiver for passengers on routes that are operating with a limited capacity and when there is no other flight available for at least 30 days after the original.

3.1.Applies to:

Passengers with AVH ticket with travel date after September 1st and whose flights are affected by cancellation or rescheduling of the original itinerary. Traveling to and from **ASU, AUA, CUR, MVD, PTY and SJO**.

3.2.Travel Agency:

- a. They may travel **8 days before or 60 days after** the original travel date of the affected flight.
- b. Penalties for itinerary changes do not apply
- c. Fare difference charges do not apply.
- d. The change applies on the same route or common points and the same cabin
- e. The process for Amadeus agencies must be handled as a voluntary change, as it is parameterized by DW.
- f. Non-Amadeus agencies must follow the instructions of the self-management process for changes for travel agencies.
- g. Applies for group reservations with deposit, without issuing tickets.
- h. Applies for group reservations with issued tickets.

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3.3. Contact Center Management:

According to the *Waiver procedure for passengers due to irregularities* published on Docbox.

4. Waiver 10393 – Waiver for passengers on routes that are not operating and without a set date.

2 options for passengers are available:

4.1. Before the route is reactivated:

- a. The ticket can be used as a method of payment for any other route or AVH service.
- b. The penalty for changes is waived until December 31, 2021.

4.2. When the operation resumes (to be confirmed):

- a. The fare difference will be waived only for changes on the same route.
- b. The penalty and fare difference for changes for the new travel date is waived up to 30 days after the operation is reactivated.

Note: Notification of additional routes and conditions will be made in the following days.

Important:

In cases when a passenger's itinerary with origin - destination affected by two waivers, the system will show the most convenient reaccommodation for the passenger.

For example:

MVDMAD – Is covered by the 10390 and 10392 waivers; in this case, the system will apply the least restrictive waiver, that is, MAD (Waiver 10390).