



Passengers affected by cancellations or reallocated itineraries

Waiver	10390	10397	10391	10392	10393
Exemption	Passengers on routes to Europe	Passengers on routes to Europe	Passengers on operating routes and 30-day availability	Passengers on operating routes, with limited capacity and without availability to 30 days	Passengers on non-operating routes
Applies to	- Passengers with AV tickets on routes from or to Europe. - Travel date after 1-Sep-20	- Passengers with AV tickets on routes from or to Europe - Travel date between 01Dec20 y 31Dec20	- Passengers with AV tickets. Doesn't apply in routes from or to Europe - Travel date after 1-Sep-20	Passengers with AV tickets on routes from or to: ASU, AUA, CUR, MVD, PTY and SJO	These routes have not been communicated yet.
Conditions	May fly 8 days prior or 120 days later a. No itinerary change penalty or fare difference apply b. The change applies for same route or common points* and same cabin	No Blackout restrictions to fly on Dec20 a. No itinerary change penalty or fare difference apply b. The change applies for same route or common points* and same cabin c. No compensa pérdidas de conexión	May fly 8 days prior or 30 days later a. No itinerary change penalty or fare difference apply b. The change applies for same route or common points* and same cabin	May fly 8 days prior or 60 days later a. No itinerary change penalty or fare difference apply b. The change applies for same route or common points* and same cabin	Prior to activating the route: a. Tickets can be used as f.payment on other routes or services. b. Penalties are exempted for changes up to 31-DEC-21 When the operation resumes (not determined): a. Fare diff. will be exempted for changes on the same route b. Change penalties and fare difference exemptions up to 30 days after the operation resumes

* Common Points: BCN / LHR / MAD

Generalities and Validity

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	Purchase Date	Original Flight date	Region	Bundle	Max. Date Reallocation
AV VOUCHER COMPRA CON TRANQUILIDAD	Voucher Prior to 31-AUG-20	Between 4-MAR-20 and 31-OCT-20	All	All	31-DEC-21
	Between 4-MAR-20 y 31-AUG-20	4-MAR-20 to OPEN	All	All	31-DEC-21
	Between 1-SEP-20 and 30-SEP-20	1-SEP-20 to OPEN	All – (1) (1) DOMCO, DOME, CAMCAM, CAMNAM		
	Between 1-OCT-20 and 30-NOV-20	1-OCT-20 to OPEN	Todas – (2) (2) DOMCO, DOME, CAMCAM	M, L, XL, XXL	31-DEC-21
	Between 1-DEC-20 and 31-DEC-20	1-DEC-20 to OPEN	Inter CO / Inter EC / NAMCAM / CAMNAM DOM CO / DOM EC / CAMCAM / EUR	All M, L, XL, XXL	
	Between 18-NOV-20 and 31-DEC-20	OPEN	BR / AR, CL, UY, PY	All	

Exemptions

Fare Difference	Change Penalty	
	Con Bono	Sin Bono
Prior to 30-NOV-20 (same route or common points)	Until 31-DEC-21	Until ticket's validity
		Until 31-DEC-21
Fare difference charge	Voucher does not apply	Until 30-SEP-21
		Until 31-DEC-21
		Until original flight date
Same route only		Same route only

Changes

Direct Sales	Indirect Sales	
	Con Bono	Sin Bono
Without limit prior to 30-NOV-20 1 after 01-DEC-20	• 3 Max. prior to 30-NOV-20 • 1 after 01-DEC-20	• 1 prior to 30-NOV-20 • 1 after 01-DEC-20
		• 3 Max. prior to 30-NOV-20 • 1 after 01-DEC-20
1	Voucher does not apply	1

INVOLUNTARY CHANGES

VOLUNTARY CHANGES



Blackouts Involuntary Changes

Note: Depending on the original ticket's features, a fare difference may apply to blackout dates.

2020	<ul style="list-style-type: none"> 15-DEC to 23-DEC
2021	<ul style="list-style-type: none"> 01-JAN to 17-JAN (BR/AR/CL/UY/PY) 01-JAN to 15-JAN (Rest of regions) 24-MAR to 06-APR 15-JUN to 15-AUG 07-OCT to 19-OCT 15-DEC to 23-DEC

Venta a Plazos

Venta a Plazos product is still available for new bookings. To make changes on Venta a Plazos' tickets, the voucher/waiver must be requested, even though the travel date is still unknown.

Additional policies:

- Changes on Venta a Plazos's tickets must be requested at least 30 days prior to the flight date on the original ticket.
- The payment of the remaining amount of the ticket must be done in its entirety, at least, 30 days prior to the new travel date.
- For bookings without issued tickets, please contact your Avianca Sales executive.

FAQ

- Where can I request the voucher?**
<https://www.avianca.com/es/es/sobre-nosotros/centro-noticias/noticias-avianca/terminos-conDECiones-bono-avianca/>
- How do I redeem the Voucher/Waiver?**
 - For those cases when the travel agency keeps the ticket control, use the Self-Management Waiver handbook for AGYs ([link here](#)).
 - For those cases when the travel agency doesn't hold the ticket control, dial the Call Center – Operational Events free number: +34 900802500 / +44 08000314206 / +49 080024842622 / +33 0800941048
- In which cases do Voluntary Changes apply?**
 - Group Reservations: A) With deposit, without issued tickets. B) With issued tickets.
 - Tickets with commercial fares, IT, corporate or private. Non-revenue tickets.
 - Purchased EMDs by any Ancillary concept. For tickets redeemed with LifeMiles miles: A)Unused tickets with less than 1 year of being issued, itinerary or destination change is allowed. B)Tickets over 1 year of being issued, only maintaining the same route. C)Partially used tickets, only an itinerary change is allowed, not a destination change. D) Route change with common points maintaining the same mileage does not apply. In case of a required change, the price to be paid in miles must be quoted again.
 - Tickets issued in some AVH group plate for the complete OD.
 - Tickets issued along with an allied airline.
 - For passengers with continuity via land under Renfe in the same ticket; the condition is subject to fare conditions
- What are the conditions that apply for Involuntary Changes (passengers affected by cancellations or original itinerary rescheduling)?**
 - Penalties don't apply for itinerary change. Fare difference charge doesn't apply within a period of 8-days prior to and 120 days after the original flight. The change applies for the same route or common points and same cabin.
 - The process for Amadeus agencies must be done as if handling a voluntary change, as its parameters are given by DW.
 - Agencies with other GDS must follow instructions for the self-managing changes process for travel agencies.
 - Applies for group reservations with deposit, without issued tickets. Applies for group reservations with issued tickets
- If prior to the flight or after starting it I turn out positive for Covid-19 and have to reschedule, will I be charged for the change?**
 - To reschedule a flight due to testing positive for Covid-19 before or during your flight, you may access a change penalty exemption. (Avianca's disease exemptions policies). To access this exemption, a positive Covid-19 PCR test result must be enclosed.
 - The flight rescheduling must be done within the following 30 days after the patient's "recovery" certificate, medical discharge or completed disability is issued. Exemption also covers passengers who suspect being positive for Covid-19. It must be certified by a health entity and the original flight date must be within the preventive confinement period.
- Are ticket vouchers/waiver booked at POS Spain refundable?**
 - Every voucher requested starting June 9th, 2020 and forward of tickets purchased on POS Spain will be reimbursed. This is because of Spain's Royal Decree-Law 21/2020 from June 9th.
 - The conditions are the same as the Voucher/Waiver's, the only change being that a reimbursement can be requested on this reservation starting March 31st, 2021. Applies for direct and indirect channels.