

## Rebooking for all bookings ticketed from 05 Dec 2020, due to travel by 31 Dec 2022

For passengers with flights which are still scheduled to operate

For all bookings ticketed from 05 Dec 2020, due to travel by 31 Dec 2022, we will offer the following flexibility:

Original travel date	Ticket issue date	Rebook travel period	Applicable to waiver			Permitted changes	Refund
			Change fees	TSP			
By 31 Dec 2022	From 05 Dec 2020	Up to 31 Dec 2022	Yes	Economy Up to 60GBP Premium Up to 120GBP Upper Up to 350GBP	If the new fare is lower than the current ticketed fare, NO refund will be applied	Up to two date or route changes and/or one change of name	Applies only to flight cancellations, misconnections or a change of more than 3 hours
Original travel date	Ticket issue date	Rebook travel period	Open ticket	Re-route			
				Same destination		New destination	
By 31 Dec 2022	From 5 Dec 2020	Up to 31 Dec 2022	Yes	Recalculate TSP Waive permitted for: Economy up to 60GBP Premium up to 120GBP Upper up to 350GBP	If the new quoted fare is lower than the current ticketed fare, NO refund will be applied	Recalculate TSP	If the new quoted fare is lower than the current ticketed fare, NO refund will be applied

Update the SI field with the following information:

**SI CHANGES PER COVID19 04DEC20**

Please reissue tickets to include

**CHANGES PER COVID19 04DEC20**

Or if TSP waive -

Update the SI field with the following information

**SI VS PER COVID19 GBPXXX SIT 04DEC2020**

Please reissue tickets to include endorsement:

**PER COVID19 GBPXXX SIT 04DEC2020**

Tickets must be re-issued on / before revised travel date

## Refund policy

Refunds permitted should one or more of the following apply

- A flight cancellation

Refunds must be processed via GDS

Update the SI field with the following information:

**SI REFUND PER COVID 19 SIT 04DEC2020**