

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

Version 4

You can identify the updated information with this text and color

<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>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	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>Wavier 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 route to and from LHR has been affected by a government restriction that limits all air operations. The wavier will apply once the operation resumes and the flight can be rescheduled for travel 8 days before and up to 120 days after the initial travel date, subject to availability. If the waiver is due to an external cause, transportation should not be offered when the passenger decides to change the route to a common point. If the event is due to an internal cause, the guidelines included for this point in the compensation policy PE_097 PASSENGER COMPENSATION POLICY must be followed. 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. 										

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Important:

1. If the affected passenger has travel dates within the blackout period, you may reaccommodate him or her within or without this same period, without charging a penalty or fare difference, within a timeframe of 8 days before or 15 days after the affected flight. The procedure must be performed manually, according to the self-management process for travel agencies.