

COVID-19 Travel Agent Advisories

For U.S. travel agency assistance or related questions and information, please call our Reservations Department at 800-367-5320.

Travel waiver guidance

Full details about each travel waiver will be shared in the pages following.

Schedule changes will run through your respective GDS and guests will be auto-protected and re-accommodated on alternative flights, however guests will be provided with alternative options to choose from. Please refer to the policies associated to network schedule changes and suspensions [here](#).

Ticket re-issue

- Tickets must be re-issued using electronic tickets showing revised itinerary
 - Guests must arrive kiosk-ready for HA and for all partners

**Note: Do NOT use the word “INVOL” or anything similar anywhere on the ticket.
An ADM will result if INVOL is shown.**
- When fare re-calculation is not required:
 - Do not re-price the ticket
 - Revise the fare calculation only to show the new itinerary
 - Retain original fare basis codes, fare component amounts, fare break points and taxes
 - No fees or additional collections apply
 - No partial refunds apply
- When fare recalculation is required, all standard procedures apply
- Endorsement box must show waiver code

Travel waiver: Hawaiian Airlines ends distancing on board

Nov. 20, 2020

Hawaiian Airlines will end its policy of blocking seats to maximize distancing on board the aircraft Dec. 15, 2020. With the discontinuation of this policy, aircraft will be permitted to book up to full seating capacity for flights departing on and after Dec. 16, 2020.

We understand that guests may still have concerns and we want to offer flexibility to alter travel plans. For those guests who made a reservation for travel on and after Dec. 16, 2020 with the expectation of this policy being in place and who now wish to cancel, Hawaiian will provide flexible travel credit options or refunds for tickets purchased on or before Nov. 20, 2020 for travel on and after Dec. 16, 2020.

Refund offer expires on and must be processed by Dec. 2, 2020.

Distancing on board flexible travel options

Required waiver code entry for refund

Endorsement/Waiver Box	PNR SSR Field
WV2022 DOB RFND	SSR OTHS/SW20 WV2022 DOB RFND

Rebooking and reticketing criteria

Option	Affected Flights	Original Purchase Date	Affected Travel Dates	New Travel Must be Ticketed On/Before	New Travel Must Commence No Later Than	Refund By Date	Additional Information
Future Travel Credit	All Hawaiian and Ohana by Hawaiian Flights	Before March 1, 2020	March 1 – Feb. 28, 2021	May 31, 2022	May 31, 2022	N/A	Flexible Travel Waiver: WV2019 CHNG
	All Hawaiian and Ohana by Hawaiian Flights	Ticket purchased between March 1, 2020 and Dec. 31, 2020	N/A	Within 2 (two) years of original ticket issuance	Within 2 (two) years of original ticket issuance	N/A	Flexible Travel Waiver: WV2019 CHNG

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Refund	All Hawaiian and Ohana by Hawaiian Flights	Tickets purchased On or Before November 20, 2020	Dec. 16, 2020 – OPEN	N/A	N/A	Must be processed On or Before Dec. 2, 2020	Distancing On-Board Waiver Code: WV2022 DOB RFND
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Travel waiver: ‘Ohana suspends service to Moloka‘i and Lāna‘i

Oct. 28, 2020 (revised)

All tickets issued by travel agency partners must include the following waiver codes for flights impacted and notified through your GDS system as an automated schedule change, UN or WK status, in the Endorsement/Waiver Box of the ticket and the PNR.

‘Ohana will **reinstate** service to Moloka‘i and Lāna‘i temporarily between **Nov. 1, 2020 and Jan. 14, 2021.**

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2021 SKDCHG	SSR OTHS/SW20 WV2021 SKDCHG

Rebooking and reticketing criteria

Impacted Schedule Changes / Suspensions	Affected Travel Dates	Servicing Options	Additional Information
‘Ohana by Hawaiian flights to/from MKK and LNY	Nov. 1, 2020 - Open	Refunds permitted without penalties	1. Amendment: ‘Ohana by Hawaiian will reinstate service to Moloka‘i and Lāna‘i temporarily. As a result, customers who were affected by the ‘Ohana cancellations may rebook their travel to

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<p>Please refer to our schedule changes document here.</p> <p>Updated Schedule Change Policy Effective June 29, 2020</p>		<p>Fare Difference waived for travel before the suspension between Oct. 9, 2020 and Oct. 31, 2020.</p>	<p>the Nov. 1, 2020 – Jan. 14, 2021 operational period and receive a waiver of the fare difference if the days of week of their rebooked travel match those of their original travel, the origin and destination are the same and cabin is the same;</p> <ol style="list-style-type: none"> 2. <u>Fare difference</u>: customers may receive a waiver of fare difference for travel before the suspension between Oct. 9, 2020 and Oct. 31, 2020 – no change fee assessed. To receive waiver of fare difference , the change should be made within the same cabin and the same journey origin and destination. 3. <u>Unused Value</u>: Customers may voluntarily cancel their trip and apply the unused value of the ticket as a credit toward the purchase of a new ticket within ticket validity under Hawaiian’s current COVID-19 waiver policies: For tickets issued before March 1, 2020, ticket validity extends through May 31, 2022. For tickets issued on/after March 1, 2020 ticket validity extends two (2) years from date of original ticket issuance. 4. For Involuntary Schedule Changes (UN, WK status), refund options will be provided for affected itineraries in the affected travel date period that meet our schedule change policy. Please contact your respective sales office for waiver information.
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Travel waiver: travel flexibility and guests with existing bookings

June 29, 2020 (revised)

Tickets issued before March 1, 2020

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2019 CHNG	SSR OTHS/SW20 WV2019 CHNG

Rebooking and reticketing criteria

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Impacted Travel	Original Purchase Date	Affected Travel Dates	New Travel Must be Ticketed On/Before	New Travel Must Commence No Later Than	Additional Information
Any Travel to/from/via: All Cities / Any Region	Before March 1, 2020	March 1, 2020 through Feb. 28, 2021	May 31, 2022	May 31, 2022	<ol style="list-style-type: none"> 1. This waiver allows for changes without fees (no limit to the number of fee-waived changes a customer may make to a reservation) for new travel booked for departure through May 31, 2022. 2. Any applicable fare difference will be collected for new travel booked, with each change, for departure through May 31, 2022. 3. Unused Value: For customers who choose to cancel their trip, the unused value of the ticket may be applied toward the purchase of a new ticket until May 31, 2022, without penalty. 4. Valid ticket: waiver policy is valid only for HA (173) ticket stock tickets.

Travel waiver: travel flexibility and guests with existing bookings

Sept. 3, 2020 (revised)

Tickets issued between March 1-Dec. 31, 2020

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2019 CHNG	SSR OTHS/SW20 WV2019 CHNG

Rebooking and reticketing criteria

Impacted Travel	Original Purchase Date	New Travel Must Commence (and travel credit used) No Later than	Additional Information
<p>Any Travel to/from/via:</p> <p>All Cities / Any Region</p>	<p>Ticket purchased between March 1, 2020 and Dec. 31, 2020</p>	<p>Within 2 (two) years of original ticket issuance</p>	<ol style="list-style-type: none"> 1. This waiver allows for changes without fees (no limit to the number of fee-waived changes a customer may make to a reservation) for new travel booked within two (2) years of original ticket issuance. 2. Any applicable fare difference will be collected for the new travel booked with each change for departure through ticket expiration date. 3. Unused Value: For customers who choose to cancel their trip, the unused value of the ticket may be applied toward the purchase of a new ticket for a period of up to two (2) years from the original ticket issuance date, without penalty. 4. Valid ticket: waiver policy is valid only for HA (173) ticket stock tickets.

Travel waiver: COVID-19 related network schedule changes and suspensions – Rebooking and reticketing criteria for fare difference waiver

Dec. 22, 2020 (revised)

All tickets issued by travel agency partners must include the following waiver codes for flights impacted and notified through your GDS system as an automated schedule change, UN or WK status, in the Endorsement/Waiver Box of the ticket and the PNR.

Flights impacted by a cancellation, suspension or major schedule change initiated on and after December 22, 2020

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2018g SKDCHG	SSR OTHS/SW20 WV2018g SKDCHG

Rebooking and reticketing criteria

Impacted Schedule Changes / Suspensions	Affected Travel Dates	New Travel Must be Ticketed On/Before	Additional Information
<p>Travel on any HA flights impacted by schedule changes or flight suspensions initiated on or after Dec. 22, 2020, until further notice</p> <p>Please refer to our schedule changes document here.</p> <p>Updated Schedule Change Policy Effective June 29, 2020</p>	<p>Flights and dates that are part of COVID-19 related changes or suspensions</p>	<p>Jan. 6, 2021</p>	<ol style="list-style-type: none"> 1. A waiver in fare difference will be provided to customers for travel up to 2 days before or 2 days after their originally scheduled outbound and return dates. 2. Fare difference will be waived for customers who choose to reroute on their originally scheduled outbound and return dates if the journey origin and destination remain the same in the same booking cabin. 3. Unlimited Changes to change your flight by Jan. 6, 2021, to have change fees and fare difference waived; after Jan. 6, 2021, applicable fare difference will apply. 4. Unused Value: Unused value of the ticket may be applied toward the purchase of a new ticket through ticket validity. For tickets issued before March 1, 2020, ticket validity extends through May 31, 2022. For tickets issued on/after March 1, 2020 ticket validity extends two (2) years from date of original ticket issuance.

			5. For Involuntary Schedule Changes (UN status), refund options will be provided for affected itineraries in the affected travel date period that meet our schedule change policy. Please contact your respective sales office for waiver information.
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Travel waiver: COVID-19 related network schedule changes and suspensions – Rebooking and reticketing criteria for fare difference waiver

Oct. 21, 2020 (revised)

All tickets issued by travel agency partners must include the following waiver codes for flights impacted and notified through your GDS system as an automated schedule change, UN or WK status, in the Endorsement/Waiver Box of the ticket and the PNR.

Flights impacted by a cancellation, suspension or major schedule change initiated on and after Oct. 21, 2020

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2018f SKDCHG	SSR OTHS/SW20 WV2018f SKDCHG

Rebooking and reticketing criteria

Impacted Schedule Changes / Suspensions	Affected Travel Dates	New Travel Must be Ticketed On/Before	Additional Information
<p>Travel on any HA flights impacted by schedule changes or flight suspensions initiated on or after Oct. 21, 2020, until further notice</p> <p>Please refer to our schedule changes document here.</p>	Flights and dates that are part of COVID-19 related changes or suspensions	Nov. 4, 2020	<ol style="list-style-type: none"> 1. A waiver in fare difference will be provided to customers for travel up to 2 days before or 2 days after their originally scheduled outbound and return dates. 2. Fare difference will be waived for customers who choose to reroute on their originally scheduled outbound and return dates if the journey origin and destination remain the same in the same booking cabin. 3. Unlimited Changes to change your flight by Nov. 4, 2020, to have change fees and fare

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<p>Updated Schedule Change Policy Effective June 29, 2020</p>			<p>difference waived; after Nov. 4, 2020, applicable fare difference will apply.</p> <p>4. Unused Value: Unused value of the ticket may be applied toward the purchase of a new ticket through ticket validity. For tickets issued before March 1, 2020, ticket validity extends through May 31, 2022. For tickets issued on/after March 1, 2020 ticket validity extends two (2) years from date of original ticket issuance.</p> <p>5. For Involuntary Schedule Changes (UN status), refund options will be provided for affected itineraries in the affected travel date period that meet our schedule change policy. Please contact your respective sales office for waiver information.</p>
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Travel waiver: COVID-19 related network schedule changes and suspensions – Rebooking and reticketing criteria for fare difference waiver

Sep. 30, 2020 (revised)

All tickets issued by travel agency partners must include the following waiver codes for flights impacted and notified through your GDS system as an automated schedule change, UN or WK status, in the Endorsement/Waiver Box of the ticket and the PNR.

Flights impacted by a cancellation, suspension or major schedule change initiated on and after Sep. 30, 2020

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2018e SKDCHG	SSR OTHS/SW20 WV2018e SKDCHG

Rebooking and reticketing criteria

Impacted Schedule Changes / Suspensions	Affected Travel Dates	New Travel Must be Ticketed On/Before	Additional Information
Travel on any HA flights impacted by schedule	Flights and dates that are part of	Oct. 14, 2020	1. A waiver in fare difference will be provided to customers for travel up to 2 days before or 2

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<p>changes or flight suspensions initiated on or after Sept. 30, 2020, until further notice</p> <p>Please refer to our schedule changes document here.</p> <p>Updated Schedule Change Policy Effective June 29, 2020</p>	<p>COVID-19 related changes or suspensions</p>		<p>days after their originally scheduled outbound and return dates.</p> <ol style="list-style-type: none"> 2. Fare difference will be waived for customers who choose to reroute on their originally scheduled outbound and return dates if the journey origin and destination remain the same in the same booking cabin. 3. Unlimited Changes up Change your flight by Oct. 14, 2020, to have change fees and fare difference waived; after Oct. 14, 2020, applicable fare difference will apply. 4. Unused Value: Unused value of the ticket may be applied toward the purchase of a new ticket through ticket validity. For tickets issued before Mar. 1, 2020, ticket validity extends through May 31, 2022. For tickets issued on/after Mar. 1, 2020 ticket validity extends two (2) years from date of original ticket issuance. 5. For Involuntary Schedule Changes (UN status), refund options will be provided for affected itineraries in the affected travel date period that meet our schedule change policy. Please contact your respective sales office for waiver information.
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Travel waiver: COVID-19 related network schedule changes and suspensions

Aug. 12, 2020 (revised)

All tickets issued by travel agency partners must include the following waiver codes for flights impacted and notified through your GDS system as an automated schedule change, UN or WK status, in the Endorsement/Waiver Box of the ticket and the PNR.

Flights impacted by a cancellation, suspension or major schedule change initiated on and after Aug.12, 2020

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2018d SKDCHG	SSR OTHS/SW20 WV2018d SKDCHG

Rebooking and reticketing criteria

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Impacted Schedule Changes / Suspensions	Affected Travel Dates	New Travel Must be Ticketed On/Before	New Travel Must Commence No Later Than	Additional Information
<p>Travel on any HA flights impacted by schedule changes or flight suspensions initiated on or after Aug. 12, 2020, until further notice</p> <p>Please refer to our schedule changes document here.</p> <p>Updated Schedule Change Policy Effective June 29, 2020</p>	<p>Flights and dates that are part of COVID-19 related changes or suspensions</p>	<p>Nov. 15, 2020</p>	<p>Nov. 15, 2020</p>	<ol style="list-style-type: none"> 1. Unlimited Changes: Change your flight to travel by Nov. 15, 2020, to have change fees and fare difference waived; after Nov. 15, 2020, applicable fare difference will apply. 2. Unused Value: Unused value of the ticket may be applied toward the purchase of a new ticket through ticket validity. For tickets issued before Mar. 1, 2020, ticket validity extends through May 31, 2022. For tickets issued on/after Mar. 1, 2020 ticket validity extends two (2) years from date of original ticket issuance. 3. For Involuntary Schedule Changes (UN status), refund options will be provided for affected itineraries in the affected travel date period that meet our schedule change policy. Please contact your respective sales office for waiver information.

Travel waiver: COVID-19 related network schedule changes and suspensions

June 29, 2020 (revised)

All tickets issued by travel agency partners must include the following waiver codes for flights impacted and notified through your GDS system as an automated schedule change, UN or WK status, in the Endorsement/Waiver Box of the ticket and the PNR.

Flights impacted by a cancellation, suspension or major schedule change dating back to Feb. 26, 2020

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2018c SKDCHG	SSR OTHS/SW20 WV2018c SKDCHG

Rebooking and reticketing criteria

Impacted Schedule Changes / Suspensions	Affected Travel Dates	New Travel Must be Ticketed On/Before	New Travel Must Commence No Later Than	Additional Information
<p>Travel on any HA flights impacted by schedule changes or flight suspensions initiated from Feb. 26, 2020, until further notice</p> <p>Please refer to our schedule changes document here.</p> <p>Updated Schedule Change Policy Effective June 29, 2020</p>	Flights and dates that are part of COVID-19 related changes or suspensions	Dec. 16, 2020	Dec. 16, 2020	<ol style="list-style-type: none"> 1. Unlimited Changes: Change your flight to travel by Dec. 16, 2020, to have change fees and fare difference waived; after Dec. 16, 2020, applicable fare difference will apply. 2. Unused Value: Unused value of the ticket may be applied toward the purchase of a new ticket through ticket validity. For tickets issued before Mar. 1, 2020, ticket validity extends through May 31, 2022. For tickets issued on/after Mar. 1, 2020 ticket validity extends two (2) years from date of original ticket issuance. 3. For Involuntary Schedule Changes (UN status), refund options will be provided for affected itineraries in the affected travel date period that meet our schedule change policy. Please contact your respective sales office for waiver information.

