

## Rebooking policy

AEGEAN & Olympic Air Rebooking policy								
Type of reissue	Original Date of issue	Original flights dates	New Flights	Original flights status	Date of reissue	Rebooking fees	Fare difference	Rerouting
Involuntary	Any	Any	Any	UN or TK (more than 1 hour)	Within 3 days from flight status change (recommended)	No	No	Permitted according to current policy
Voluntary	Any	Any	Any	Any	Any time (Until further notice)	According to fare rules. For GoLight tickets please see below table	Yes	Permitted according to current policy

## Questions & Answers

### Rebooking and fare difference waiver promo

#### When new waiver will apply?

The waiver applies to tickets that meet the following conditions:

Condition	A3, OA operating flights
Validity/Evolution date	10Nov20-15Jan21
Tickets issued /current ticket	Until 15Jan21
Initial travel date	06Nov20 – 15Jan21
Fare Family	All published
New travel date	Any
Channels applicable for waiver	All direct and indirect
Validating carrier	A3, OA
Routes	All A3,OA operating, A3 or OA marketing
Endorsment	PRONOV20

#### Which tickets can remain open?

All tickets issued within above conditions including Golight, Light and Flex.

#### Does waiver apply in case of rerouting?

In case of connecting itineraries, waiver applies only in case of intermediate point change

For example ATH-SKG-FRA to ATH-HER-FRA, waiver applies

but ATH-SKG-FRA to ATH-SKG-MUC waive does not apply

Waiver does not apply in case of change of route and in case of change from direct to connecting and vv.

**In case of multiples rebookings, are they all free of charge or does it only apply to the first one?**

Waiver applies for any change (not only one), as long as waiver conditions are met.

**My customer has a round trip ticket. One of the coupons matches above criteria and the other coupon no. Does waiver apply?**

Waiver applies if at least one coupon of the ticket matches criteria

## Rebooking waiver promo for Light & Saver fares

**Which tickets are eligible for the rebooking waiver promo?**

Condition	OA : GR, CY	A3 and CY
Tickets issued	ANY- 10Dec20	ANY- <b>31Jan21</b>
Initial travel date	07Oct20-28Feb21	07Oct20- <b>31Oct21</b>
Fare Family	Light and GoLight	Light, GoLight and Saver
New travel date	Any	Any
Channels applicable for waiver	All, direct, indirect	All, direct, indirect
Validating carrier	A3, OA	A3, OA
Routes	OA network	A3 network (connecting with OA included)
Endorsment	544RBFEEES F1: RECO	A3 and 1A GDS: 544RBFEEES Other GDS, F1: RECO

**Is the rebooking waiver promo eligible for all GDS and Farelogix users?**

Yes, with manual reissue. Rebooking fee should be removed and in the endorsement box, the waiver code "544RBFEEES" must be added. In case of Amadeus Automatic Ticket Changer (ATC) use, rebooking fee is automatically waived.

**Does the promo allow new rebooking in different fare families?** No, the promo is only valid for Light & Saver Fare Families.

**My customer has a round trip ticket. One of the coupons matches above criteria and the other coupon no. Does waiver apply?**

Waiver applies if at least one coupon of the ticket matches criteria

## Reinstatement of GoLight Fares on/after 16<sup>th</sup> June

**My customer has a GoLight ticket that has not been converted to a Flex ticket during the Flex only period (18/5-15/6) and needs to check in luggage. What are the fees?**

Please note that high season- excess baggage charges will not be applied from 16th June 2020 to 15th June 2021. Low season rates will be applied for this period.

More information can be found at:

<https://en.about.aegeanair.com/travel-agents/helpdesk/baggage/excess-baggage/>

**My customer has a GoLight ticket that has not been converted to a Flex ticket during the Flex only period (18/5-15/6). How many and which pieces of luggage can he take on board?**

Only one personal item per passenger (laptop/handbag or carry-on luggage) is allowed on board (cabin) in order to avoid unnecessary crowding in the aircraft cabin.

Please find below the cabin weight and size allowance for onboard items:

<b>ONLY 1 ITEM CABIN ALLOWANCE</b>	
<b>Business</b>	<b>Economy</b>
<b>1PC</b> maximum of 13kg and (58X45X25)	<b>1PC</b> maximum of 8kg and (56X45X25) Jet (55x40x23) Turboprop
<b>Infants :1PC</b> maximum of 8kg and (55x40x23)	

**Passenger with GoLight ticket wants to pay difference of 25eur to change into Flex. Any other penalty has to be charged?**

A GoLight ticket may change as per fare rules only to GoLight.

**I have issued a GoLight ticket on/ after 16<sup>th</sup> of June, is it eligible to 1 free rebooking?**

No, for tickets issued on/after 16<sup>th</sup> of June rebooking follows the fare rules.

**Will new itineraries be automatically priced with Flex fares only?**

No, on/after 16JUN all new flights may automatically be quoted in both Flex and GoLight fares.

**My customer has a GoLight ticket that has not been converted to a Flex ticket during the Flex only period (18/5-15/6) and needs to rebook it. What are the options?**

For GoLight tickets issued before 18May, we are offering the option of one change free of charge. For any subsequent changes, rebooking fees will be applicable.

## **UN/TK (Schedule change) Involuntary reissue**

**Tickets with cancelled (UN) or rescheduled by at least one hour (TK) flights, operated by Aegean Airlines or Olympic Air, can be reissued as involuntary.**

**Are non-UN flights eligible for involuntary reissue?**

Involuntary reissue applies only for cancelled flights, or flights with a schedule change of more than 1 hour from original schedule.

**Can tickets with affected flights remain open?**

Involuntary reissue is recommended to be done within three days after UN or TK notification.

**Can I make more than one involuntary reissue on affected tickets?**

Only one involuntary reissue is allowed, unless new ticket flights are also cancelled or rescheduled for more than one hour.

**Is involuntary reissue valid through Farelogix?**

Yes, involuntary reissue can be done via Farelogix

**If a ticket is involuntary rebooked but the passenger still does not wish to travel due to Covid19, can he rebook (involuntary) his ticket again?**

Only if new flights are also cancelled or rescheduled for more than one hour.

**My customer has redeemed his credit voucher and booked a new flight. What happens if the new flight is also cancelled?**

Ticket is eligible for the options we offer for UN flights.

**Please inform me about the available options for UN flights.**

- ✓ Involuntary reissue is allowed
- ✓ Keep the ticket open
- ✓ Apply for a voucher, but the ownership of the ticket will change

## **UN / TK - Retain tickets open**

**Is re-routing permitted in the case of a UN flight?**

Yes, according to the re-routing rules (same country of origin / from-domestic may change to-domestic & from-international to-international)

**What is the validity of open Tickets?**

For totally unused tickets, valid for 12 months from the issuance date

For partially used, valid for 12 months from the date of the first flight

<https://en.about.aegeanair.com/travel-agents/helpdesk/sales-letter/190320/>

**How can I keep a PNR open with UN flights?**

<https://en.about.aegeanair.com/travel-agents/helpdesk/sales-letter/230320/>

**How can I keep a PNR open with UN flights in Farelogix?**

No action is needed, PNR will remain active for 24 months.

**When trying to insert a dummy segment, I get an error, what should I do?**

Please contact your GDS Help Desk for assistance.

**What is the validity of kept-open-PNRs and how do I do the reissue?**

Keep open a PNR is a tool that helps display the ticket information. A new PNR should be created for the reissue according to the ticket's validity.

**How can I do the rebooking if the tickets were issued via Farelogix?**

Please select the section on reissuing open tickets from the following Farelogix manual link:

<https://www.olympicair.com/en/travel-agents/oa-f1-manual/>

**The system informs about ATC waiver but what entries should be used?**

Please contact your GDS Help Desk for assistance.

**I have a Miles+Bonus customer who cannot fly due to flight cancellations. Will his status be automatically extended?**

Please visit the following link for all relevant information:

<https://en.aegeanair.com/aegean-announcement/>

**A customer has rebooked his ticket to any date during a rebooking promotion, just to keep it active. The date he chose was not convenient, so he wants to rebook again. Does he have to pay a rebooking fee?**

Will follow the policy in place at the time of reissue

## Voucher information:

### Can a passenger who has booked a ticket in a travel agency request a voucher for a UN flight?

Yes, please follow the link: <https://en.aegeanair.com/voucher-application/>

### Until when can the voucher be requested?

11 months from the date of the UN

### How long does it take to receive the voucher after I have submitted the application?

Maximum 30 days

### What value is included in the voucher?

Voucher is issued against the value of the ticket plus the value of any EMD associated in the ticket except of EMDs issued for unaccompanied minor (UMNR) and cabin baggage (CBBG). Moreover, if first cancelled or schedule changed flight of a ticket has travel date on/after 01JUL20 and was cancelled/schedule changed on/after 28MAY20 are entitled to a 10% top up value for ticket redemption. In case of refund, top up value is non-refundable. 10% Top up Voucher Value is NOT applicable in case of cancelled or rescheduled flights due to unforeseen circumstances or beyond airline's control, such as strike, out verse weather conditions etc.

### What is the validity of the voucher?

The voucher is valid for 18 months from date of issue. After this date voucher value can be refunded.

### Can the value of the voucher be refunded?

Voucher can be refunded, after 12 months from the date of issue.

### Do vouchers have blackout dates and destinations?

Vouchers can be used for all A3 & OA destinations without blackout periods.

### The client has already requested a voucher for a refundable fare, can the voucher or the ticket for the new flight be refunded?

If the voucher has not been used can be refunded after 12 months from the date of issue. The new ticket follows the relevant fare rules.

### What happens if the voucher is redeemed for a ticket with a lower value than the value of the voucher?

The unspent amount remains in the voucher and can be refunded after 12 months from the UN date of issuance or used for another flight booking within 18 months from date of voucher issuance.

### Do I have to fill in a form for every passenger of the same booking?

Yes, vouchers are issued per passenger.

### Do I receive a single voucher for the entire booking value?

No, voucher is issued per passenger, except for family PNRs.

### What happens if passengers need different solutions in the same booking, e.g. date changes?

Please split PNR and perform actions separately.

**Can I receive the voucher under the name of the agency or is it nominative?**

No, vouchers are issued in the name of the passenger and cannot be used for any other name.

**Can I request a voucher for kept open PNRs?**

Yes, within 11 months from the date of cancellation.

**Can I change the passenger name when I book a new flight with the voucher?**

No, the voucher is issued in the name of the passenger, so the new booking is only valid for that name.

**Do I have to cancel the booking before I request the voucher?**

The PNR should be cancelled before the voucher is requested.

**How can I request a voucher if the flight is still active in the system, but I know that the route will be cancelled?**

As soon as the status of the segment changes to UN, you can request the voucher.

**Can a voucher be requested for tickets with flights that have not been cancelled?**

The voucher can only be requested in case of cancellation or rescheduling by A3/OA of at least one of the flights on the ticket.

**My customer has used the promotion and rebooked his flight. Can he still receive a voucher if the new flight is also cancelled?**

Yes, he will still be entitled to a voucher.

**Will my seat reservation or luggage be included in the voucher?**

Yes, except EMDs for UMR and/or cabin baggage

**Is it possible to include two PNRs in one voucher since it's for the same passenger with two different ticket numbers? Ex: 1<sup>st</sup> ticket BEY ATH and 2<sup>nd</sup> ticket ATH RHO.**

No, vouchers are issued per passenger and per ticket number, except for family PNRs.

**Can a travel agent issue a ticket against a voucher?**

No, the ownership of the ticket changes once a voucher is issued.

**Can I split the total amount of a voucher into more than one ticket?**

Yes, the unspent amount remains in the voucher and can be refunded after 18 months from the UN date or used for another flight booking.

**If I have re-issued a ticket without re-booking fees and passenger decides to request a credit voucher, is this option still available?**

This option is only available if the new flight is cancelled or affected by a schedule change (UN/TK).

**Can the credit Voucher be used in A3 future promos or not?**

Yes, if such promo is in place

**What is the procedure for issuing a ticket against a voucher?**

The ticket is booked on the AEGEAN website.

**I have booked an AD-ticket that was cancelled. Can I convert this into a credit voucher?**

Yes, AD50/AD75 tickets are eligible for vouchers.