

TO: CROATIA AIRLINES SELLING OFFICES

SELLING AGENTS & GSA

DATE: 07DEC2020

SUBJECT:

OU FULLY FLEXIBLE POLICY Due to Coronavirus travel  
disruptions

ELIGIBILITY

- Passengers holding OU/831 tickets issued **on/before 31JAN21** and issued  
for travel **on/before 31JAN21**.

Rebooking:

FULLY FLEXIBLE - Unlimited number of rebookings is permitted free of charge,  
provided:

- Ticket is exchanged for rebooking before the date of the flight being  
changed

- New travel dates within ticket validity,

- If the same RBD is not available, the fare difference should be collected

- A note should be inserted in the PNR: "REBOOKED DUE CORONA  
VIRUS (INSERT DATE)"

- Origin and destination of the original fare component cannot be changed.

Refund:

Unused ticket:

- Voucher refund - refund the full value of unused ticket including  
ticketing/service fee as well as any fee paid for optional services

- Voucher can be exchanged for the new OU/831 ticket within 12 months  
from the date of issuance.

- Voucher can be exchanged for the new OU/831 ticket with a different

passenger name than originally issued, provided additional payment of  
40EUR/100HRK per change is collected and the consent from voucher  
owner/sponsor of the original document is given.

- If voucher is used for more than one ticket, the name change should be  
charged per ticket.

Partially used ticket:

- Voucher refund - refund the full value of totally unused fare component  
including any fee paid for optional services related to unused fare  
component.

- Ticketing fee is non-refundable for partially used tickets.

- Voucher can be exchanged for the new OU/831 ticket within 12 months  
from the date of issuance.

Voucher must be issued before the original flight date.

Passengers holding other carriers' ticket document must contact the ticket  
issuing carrier for refund policy information.