

We have policy for cancelled flights due to COVID-19 as follow:

Flight has been cancelled due to UA government restriction caused by COVID-19 situation.

We can offer options as follow:

- One FOC date change for the same route and booking class is permitted without penalty within the validity period of the ticket (1 year from the date of issue for unused tickets & 1 year from the the first used flight date for partly used tickets)

For peak dates fare difference should be collected(changes without penalty, but with upgrade)

Peak dates – all flights

1. 19/12/20 – 10/01/21
2. 29/04/21 – 10/05/21
3. 18/12/21 – 10/01/22

TLV:

1. 09/09/20 – 18/09/20 from TLV, 20/09/20 – 25/09/20 to TLV
2. 10/12/20 – 14/12/20 from TLV, 13/12/20 – 18/12/20 to TLV
3. 20/03/21 – 05/04/21
4. 12/05/21 – 20/05/21
5. 01/09/21 – 30/09/21
6. 20/11/21 – 10/12/21

JFK:

1. 12/05/21 – 20/05/21
2. 01/09/21 – 30/09/21
3. 20/11/21 – 10/12/21

- Refund to personal EMD DEPO/CDET for future transportation on PS flights (valid 2 years from date of issue)

If BSP agencies in GDS Galileo, Worldspan, Sabre are not able to reissue the original e-ticket to new EMD-S for technical reasons, it is allowed to keep the original e-ticket un-exchanged. The exchange to new flights/dates in the future will be allowed free of charge.

- Passenger can get refund on a promo code

<https://www.flyuia.com/ua/en/information/flight-information-during-covid-19>

<https://www.flyuia.com/ua/en/information/select-form-covid>

Promo code - the return of the full cost of an unused ticket (its unused coupon) or an unused additional service and an additional bonus of 25% of the cost of an unused ticket (its unused coupon) or an unused additional service. The promo code can be used to pay for a new ticket, including fare and taxes or an additional service on any UIA scheduled flight in any class of service. The promo code can be used when booking a flight or an additional service on airline's website. The promo code is valid for 2 years from the date of its issuing.

- *If the previous options (which are preferable one) are not suitable for the passenger, refund can be requested through BSP or ARC using refund application.*

Waiver code / Endorsement – SCHDL CHNG d/t COVID-19.