

APG AIRLINES -COVID-19 POLICY

Last update: 26th of March 2021

This policy overrides all other refund policies for all tickets issued on GP stock and is applicable for BSP only.

For GP tickets issued until 30th of June 2021:

- **Cancelled flights:** if one of the flights scheduled on a 275 ticket is cancelled by the operating airline or with a schedule change higher than 3 hours:
 - You may change the date for free (ADC to be collected) for a travel date within the validity of the ticket. If the sales are not open yet, or your passenger needs time to think about new dates, you must add a retention line in your PNR to maintain it as active, validity of ticket is not extended.
 - You may request a full refund through BSP Link, do not forget to attach the PNR history with the cancelled flight. All RAF requesting a full refund without the copy of the PNR will be rejected, they'll have to be resubmitted with the copy of the PNR. Refunds will be processed in the coming weeks. RAF must be correctly submitted through BSP Link before the end of the validity of the ticket.

- **Operated flights:**
 - 1 free change before departure is accepted (no penalty, ADC to be collected), from 2nd change fare rules apply
 - Fare rules apply for refund and no show
 - Refund may be processed through GDS as per our usual Refund policy and within the validity of the ticket.

This procedure might be changed without notice, depending of the evolution of the COVID19 pandemic.

Procedure for retention line:

The following entry must be added in the PNR, it will allow you to keep it active up to 6 months, deadline for reissue.

Sabre:

Entry : 00TH(carrier code)GK1(city code)31AUG- RETENTION LINE DUE COVID19

(Carrier code) : operating carrier code

1 = number of passengers (without infant)

(City code) : issuing office city code

Amadeus :

Entry: RU1AHK1PAR31AUG*COVID19/P1

1= number of pax without infant (seats)

PAR = issuing office city code

1A answer: MIS 1A HK1 PAR*COVID19/P1

Galileo :

Entry : RT.T/31AUG*RETENTION LINE DUE COVID19

1G answer: 1. T ** TEXT ** 31AUG-** RETENTION LINE DUE COVID19**

Worldspan :

Entry : TNZZMKnMIS31AUG/AN-RETENTION LINE DUE COVID19

n = number of pax without infant

1P answer: 1 TVL ZZ MK1 MIS 31AUG/AN-RETENTION LINE DUE COVID19

Apollo :

Entry : >0TURzzBKnAMS31AUG-RETENTION LINE DUE COVID19

Zz = operating carrier

N = number of pax without infant

AMS = issuing office city code

1V answer : 1 TUR GP BK1 PAR 31AUG - RETENTION LINE DUE COVID19
