

Covid-19 guidelines for travel agents

PLEASE NOTE We have now released the changes to our schedules for autumn and winter 2021-2022. Our customer service and agent info is currently extremely busy with contacts from customers and agents; if your issue is not urgent or it concerns flights on a later date, we ask you to contact us later.

All the key information about tickets affected by the changes made to flights until 30 Dec 2021 due to corona virus has been collected here below. You can also find detailed information for Finnair's general policy for flight irregularities [here](#) and instructions for involuntary reissue for Amadeus users [here](#). You can also use the search function above to find information on Easy.

IF A FLIGHT IS CANCELLED

In case a flight is cancelled, customers can either 1) change their travel dates without a change fee or 2) apply for a refund.

1) CHANGES

Customers can change their travel dates without a change fee maximum 360 days onwards from the day when the change is being made. However, the original ticket validity must be followed. This means that if the ticket is valid for e.g. until end of November, the new flight dates must be before end of November.

The following policy applies and **agents can make the changes directly in the GDS:**

- The new flight must be a Finnair operated and marketed flight; rerouting is not permitted, however it is OK to reroute to another AY operated destination in the same country, or nearby airport in neighboring country (only possible in Europe and within Japan).
- Rebooking into the same booking class as the original flight or lowest available in the same cabin
- The Same policy applies to all ticket types (Light, Classic, Flex etc.)

- No additional PNR elements (eg. OS AY CORONA element) are needed for tickets issued for these changes.
- Purchased travel extras can be moved to new flights
- Change must be made before the departure of the original (cancelled) flight

2) REFUNDS

Partial or full refund of the ticket and purchased travel extras permitted. **OS AY REFUND DUE TO CORONA** must be added to all cancelled bookings.

The fastest way to get refund is to process the refund directly via your own GDS system. If that is not possible, please issue a refund application via BSPlink for Finnair. Refunds of ancillary services on EMDs will be processed via refund application. In case you have already issued a refund application but choose to process the refund via GDS instead, please cancel the pending application in BSPlink if possible; if it's no longer possible then it will be rejected by Finnair.

AJB routes:

With 105-tickets on AJB routes, rebooking with same original operating carrier and same route is allowed, re-routing is not permitted.

In case of flight cancellation when departure is more than 78 hours, marketing airline is responsible for rebooking, despite which AJB carrier's ticket is issued. If the departure is less than 78 hours, kindly contact either marketing or operating carrier.

IF A FLIGHT IS OPERATING,

tickets issued between 1st of April 2020 - 31st of December 2021

Our "Book with confidence" policy grants flexible changes – regardless of the ticket type – for all bookings made until December 31st, 2021. This means that our customers can change their travel dates within the ticket validity without a change fee, even if the original flight is operating.

The following "Book with confidence" policy applies and **agents can make the changes directly in the GDS:**

- Changes must be made to Finnair operated and marketed flights. Code-shares and OAL flights allowed according to ticketed fare rule.
- No additional collection if the same fare and booking class is available. In case of higher fare and/or booking class, additional collection shall be collected.
- **For tickets issued between 1st of April 2020 – 31st of August 2020:** Change must be made latest 7 days before departure. If change is made less than 7 days before departure the change conditions follow the original ticket rules.
- **For tickets issued between 1st of September 2020 – 26th of May 2021:** Change must be made latest 72 hours before departure. If change is made less than 72 hours before departure the change conditions follow the original ticket rules.
- **For tickets issued between 27th May 2021 – 31st December 2021:** Change must be made latest 48 hours before departure. If change is made less than 48 hours before departure the change conditions follow the original ticket rules.
- Travel within original ticket validity
- Applies to all ticket types (Light, Classic, Flex etc.)

Refunds are according to ticketed fare rules.

Customer is entitled to refund when there is a schedule change that causes mismatch with connecting flights, or in case of a major change in departure/arrival times if:

- The schedule change is at least 1 hour and the flight distance is less than 1,500 km
- The schedule change is at least 1.5 hours and the flight distance is 1,500–3,500 km
- The schedule change is at least 2 hours and the flight distance is more than 3,500 km