

RwandAir flexible policies for South Africa, Zambia & Zimbabwe (WB COVID policy).

S/N	Criteria	Tickets issued on/before 30 Nov 2021	Tickets issued 01 Dec 2021 – 28 Feb 2022
1	Rebooking fees	2 time waivers permitted regardless of whether booked flight was cancelled or not.	Unlimited changes. Ticket is opened to unlimited changes until 30 June 2022. After this date, changes to unused tickets shall comply with applicable fare rule.
2	Ticket validity	The validity on all tickets under this category is hereby further extended to 30 June 2022.	One-year ticket validity starting from ticket issue date (for totally unused tickets) or from the first outbound travel date (for partially used tickets), whichever is earlier.
3	Refunds	Refunds by voucher credits only. Passengers shall be re-accommodated on other airlines to continue their flights	Refunded either by voucher credits or through the same mode of payment that the ticket was purchased.
4	Name change	One free name change permitted on affected tickets.	One free name change permitted on affected tickets.
5	Rerouting	Rerouting permitted free of charge. Fare difference (if any) shall apply.	Rerouting permitted free of charge. Fare difference (if any) shall apply.
6	Barter/Award/Rebate/Non-revenue tickets	Miles of cancelled tickets will be freely credited and taxes and fees will be refunded.	Miles of cancelled tickets will be freely credited and taxes and fees will be refunded.
7	Passenger ReProtection	Affected passengers shall be reprotected on other airlines where possible.	Affected passengers shall be reprotected on other airlines where possible.

These provisions shall apply on all affected passengers on WB operated flights (Codeshare flights excluded). The rule shall remain in force until advised by the airline.