

Measures to manage irregularities for passengers affected by cancellation or reaccommodation of their itineraries.

Passengers with AVH tickets with travel dates after **January 1, 2022** and whose flights are affected by cancellation or rescheduling of their original itinerary

Waiver	10391
Applies	Applies to affected passengers who are not re-accommodated on their new itinerary. The client will be able to move with the same conditions of the affected route the return, even if it is not affected, as long as it is in the same ticket or they are in different tickets, but both are of Avianca's domain.
Conditions	Does not apply fee for changes or fare difference
Reaccommodation	They may travel 8 days before or 30 days after the date of the change in their original route.

COMMON POINTS - WAIVER 10391					
BOL	VVI/LPB	COL	MTR/CZU	EUR	MAD/BCN/LHR
BRA	GIG/GRU		NVA/FLA	NAM	JFK/IAD
CAM	GUA/FRS		PEI/AXM/MZL		DFW/IAH
	PUJ/SDQ	VUP/RCH	MIA/FLL/MCO		
COL	TGU/SAP/RTB	ECU	OCC/UIO	PE	ONT/LAX/SFO
	BGA/EJA/CUC		GYE/MEC		YYZ/JFK
	CLO/PSO/TCO/PPN		GYE/UIO		CUEGYE
	CTG/SMR/BAQ		SCY/GPS		CUZLIM

Table 1. Common points in force per procedure - Update



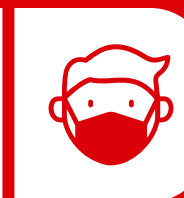
Important: In cases when a passenger's itinerary with origin - destination is affected by two waivers, the system will show the most convenient reaccommodation for the passenger.

Conditions:

- The process for Amadeus agencies must be handled as a voluntary change, as it is parameterized by DW,
- Non-Amadeus agencies must follow the instructions of the self-management process for changes for travel agencies.
- The change applies on the same route or common points and the same cabin
- In case of an operational change, the airline will allow the change to be made after the departure of the flight, exonerating the change charge and fare difference with the application of one of the current waiver.
- Applies for group reservations with deposit, without issuing tickets and with issued tickets.
- **If the ticket is reissued, the date of reissuance must be taken to apply the waivers.**
- If the passenger requires a **PCR test or similar** for entry into the country of destination and it becomes invalid due to the operational disruption, **the customer must assume the cost of the new test**, since it is an issue beyond the control of the airline.

- **Waivers 10390 and 10405** will be applicable only to passengers affected by operational change until **December 31, 2021**.
- As of January 2022, all operational changes will be covered by **Waiver 10391**.
- For Brazil due to legislation Waiver 10383 applies for disruptions **between March 4, 2020 and March 31, 2022**, fee for change and fare difference waivers may be allowed for up to one year after the original date of the disrupted flight.

NOTE: If the passenger opts for a rerouting, the passenger must bear the cost of travel to or from the new destination at his/her own expense.



Measures to manage irregularities for passengers affected by cancellation or reaccommodation of their itineraries.

Passengers with AVH ticket with travel date after September 1, 2020, and whose flights are affected by cancellation or rescheduling of the original itinerary until **December 31, 2021**.

Waiver	10390	10391	10405																																														
Waiver	Fare difference and penalty for changes	Fare difference and penalty for changes	Fare difference and penalty for changes																																														
Applicable Routes	<table border="1"> <thead> <tr> <th>Origin/Destination</th> <th>Common Point</th> </tr> </thead> <tbody> <tr><td>CUR</td><td>AUA</td></tr> <tr><td>EZE</td><td>ASU</td></tr> <tr><td>FLL</td><td>MIA/LAX</td></tr> <tr><td>GPS</td><td>SCY</td></tr> <tr><td>GYE</td><td>Does not Apply</td></tr> <tr><td>IAH</td><td>FLL</td></tr> <tr><td>LPB/VVI</td><td>UIO/GYE/MEX</td></tr> <tr><td>MAD</td><td>LHR/BCN</td></tr> <tr><td>PTY</td><td>SJO</td></tr> <tr><td>SCL</td><td>Does not Apply</td></tr> <tr><td>SCY</td><td>GPS</td></tr> <tr><td>SJU</td><td>AUA/SDQ/MEX</td></tr> <tr><td>UIO</td><td>Does not Apply</td></tr> <tr><td>YYZ</td><td>JFK</td></tr> </tbody> </table>	Origin/Destination	Common Point	CUR	AUA	EZE	ASU	FLL	MIA/LAX	GPS	SCY	GYE	Does not Apply	IAH	FLL	LPB/VVI	UIO/GYE/MEX	MAD	LHR/BCN	PTY	SJO	SCL	Does not Apply	SCY	GPS	SJU	AUA/SDQ/MEX	UIO	Does not Apply	YYZ	JFK	Applies to affected passengers who are not re-accommodated on their new itinerary. The client will be able to move with the same conditions of the affected route the return, even if it is not affected, as long as it is in the same ticket or they are in different tickets, but both are of Avianca's domain.	<table border="1"> <thead> <tr> <th>Origin/Destination</th> <th>Common Point</th> </tr> </thead> <tbody> <tr><td>*BR</td><td>MIA-MEX-AUA-PTY-SJO-SAL-UIO-GYE-DOMCOL</td></tr> <tr><td>CO-CUZ</td><td>LIM</td></tr> <tr><td>LIM – BOG/SAL</td><td>Does not Apply</td></tr> <tr><td>LHR/BCN</td><td>BCN/MAD + JFK/MIA/GRU/GIG</td></tr> <tr><td>MVD</td><td>EZE/SCL</td></tr> <tr><td>**MZL</td><td>AXM-PEI</td></tr> <tr><td>SALCUN</td><td>MEX</td></tr> </tbody> </table>	Origin/Destination	Common Point	*BR	MIA-MEX-AUA-PTY-SJO-SAL-UIO-GYE-DOMCOL	CO-CUZ	LIM	LIM – BOG/SAL	Does not Apply	LHR/BCN	BCN/MAD + JFK/MIA/GRU/GIG	MVD	EZE/SCL	**MZL	AXM-PEI	SALCUN	MEX
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Reaccommodation	They may travel 8 days before or 90 days after the date of the reactivation of the route or from the date on which free circulation of passengers is allowed for SCL (October 1st) and EZE (November 1st).	They may travel 8 days before or 30 days after the date of the change in their original route.	They may travel 8 days before or 360 days after the date of the reactivation of the route.																																														

- * Additional for Brazil due to legislation: Waiver 10383 applies and for changes in non-geographically common points Waiver 10400 applies.
- Blackouts are eliminated for the routes described in each waiver.
- These new conditions apply as of their publication (June 28, 2021), prior to this date the previously communicated reaccommodation conditions will be maintained.
- **Tickets may be used as part of payment for the purchase of another Avianca ticket, exonerating the fee for itinerary change and maintaining the payment of the fare difference.

NOTE: - If the passenger opts for a rerouting, the passenger must bear the cost of travel to or from the new destination at his/her own expense.

COMMON POINTS - WAIVER 10391					
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COL	SJO/LIR	ECU	OCC/UIO		YYZ/JFK
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