

DEAR TRAVEL AGENT PARTNER

Due to the closure of Russian airspace, we are cancelling flights to Japan, Korea, China, and Russia. We are currently evaluating alternative routings for some of our flights to Japan, Korea, and China.

So far, we have cancelled flights to these destinations until 6 March 2022 and cancelled all flights to Russia until 28 May 2022. We continue flying from Helsinki to Bangkok, Phuket, Singapore, and Delhi and from Stockholm Arlanda to Phuket. We will avoid using the Russian airspace which lengthens the travel time by approximately one hour.

We have released [a news piece on Finnair Easy which we will keep up to date with all the latest information and guidelines for travel agents](#). Here below a short summary of the choices and most important guidelines for our customers at the moment.

If flight is cancelled:

- We will try to offer re-routing if it is available; the suggested alternative is added to a booking directly by Finnair. However, please note that the availability of alternative flights is currently very limited.
- In case no suitable alternative is found, customer is entitled for full refund of unused ticket coupons and ancillaries. You can do the refund directly in your own GDS, [read the full instructions here](#).

Changes to bookings to Japan, South Korea, China, or Russia:

- Our flexible ["Book with confidence" policy, which we already have in place due to Covid-19](#), applies for changes.
- For flights to/from Japan, South Korea and China; exceptional cancellation policy valid for 27.2.-13.3.2022 departures - full refund for unused flight coupons. Even if flight is not cancelled, customer is entitled for full refund, [read the full instructions here](#).
- For flights to/from Russia: exceptional cancellation policy valid until further notice (regardless of travel period) - full refund for unused flight coupons. Even if flight is not cancelled, customer is entitled for full refund, [read the full instructions here](#).

Travelling to Singapore, Thailand or India:

- Our flexible ["Book with confidence" policy, which we already have in place due to Covid-19](#), applies for changes.
- In case customers wishes to cancel their journey, refund will be according to the original ticket rules.

We wish to express our sincere gratitude for taking care of our customers during these exceptional times. Due to the situation, our already congested agent info and contact centers are experiencing an even bigger number of contacts at the moment, so please be prepared for even longer queue time on the phone during the coming days.

WITH KIND REGARDS,

The Finnair sales team
