

## **RwandAir flexible policies for all tickets impacted by travel restrictions (WB COVID policy 110322).**

<b>S/N</b>	<b>Criteria</b>	<b>Tickets issued on/before 30 Nov 2021</b>	<b>Tickets issued 01 Dec 2021 – 30 Jun 2022</b>
<b>1</b>	Applicability	These provisions shall apply on all affected passengers on WB operated flights (Codeshare flights excluded).	These provisions shall apply on all affected passengers on WB operated flights (Codeshare flights excluded).
<b>2</b>	Rebooking fees	2 time waivers permitted regardless of whether booked flight was cancelled or not. Passenger is not obliged to provide any reason to qualify for the free ticket change.	Unlimited changes. Ticket is opened to unlimited changes until 30 June 2022. Passenger is not obliged to provide any reason to qualify for the free ticket change. After this date, changes to unused tickets shall comply with applicable fare rule.
<b>3</b>	Ticket validity	The validity on all tickets under this category is hereby further extended to 31 Dec 2022. After this new date, unused tickets become invalid, expired and unusable.	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.
<b>4</b>	Refunds	Refunded either by voucher credits or through the same mode of payment that the ticket was purchased.	Refunded either by voucher credits or through the same mode of payment that the ticket was purchased.
<b>5</b>	Passenger ReProtection	Passengers whose flights are impacted by flights suspension due to COVID-19 shall be reprotected on the approved list of advised to the stations.	Passengers whose flights are impacted by flights suspension due to COVID-19 shall be reprotected on the approved list of airlines advised to the stations.
<b>6</b>	Name change	One free name change permitted on affected tickets. Airline must be notified at least 14days to departure to qualify for a free name change.  Name change requested within 13-8days of departure will attract penalty of \$250. Name change application within 7 to 4 days to departure attracts \$350. Any application for name change within 72hr to departure	One free name change permitted on affected tickets. Airline must be notified at least 14days to departure to qualify for a free name change.  Name change requested within 13-8days of departure will attract penalty of \$250. Name change application within 7 to 4 days to departure attracts \$350. Any application for name change within 72hr to departure must be approved in writing

		must be approved in writing and attracts a name change fee of \$500. Name change can only be done once on a ticket.	and attracts a name change fee of \$500. Name change can only be done once on a ticket.
7	Rerouting	Request must be received at least 7days to departure. Fare difference between the old and new routes, plus any tax differentials between O&Ds are applicable. However, where the value of the new routing is lower than the previous, no refund shall be claimed.	Request must be received at least 7days to departure. Fare difference between the old and new routes, plus any tax differentials between O&Ds are applicable. However, where the value of the new routing is lower than the previous, no refund shall be claimed.
8	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.
9	Exemption	<p>Regardless of the above provisions, however, if at any time, a passenger is unable to fly due to positive test to COVID-19, the passenger shall not be required to pay for no-show or change fees provided the PNR segment is cancelled and the pricing team is informed by email within six (6) hours to the flight. Passenger may pay for no-show if email is not received at least 6 hrs. to the flight departure.</p> <p>For all medical cases of this nature, the free one-time change on the ticket shall not be utilized for this waiver. Passenger still retains his free one-time change. However, passenger must show proof to support his medical claim.</p>	
10	Control	<p>For control purposes and to prevent any form of abuse of above policy, a waiver code shall be requested for and provided by the pricing team, which will be inserted in the endorsement box of the ticket. Absence of a waiver code may attract ADMs. Do not waive without a code.</p> <p style="color: red;">All waiver codes requests must be received at least 24hrs prior to the departure of the requested flight.</p> <p>This rule supersedes any previous one issued prior and shall remain in force until advised by the airline.</p>	