Dear Preferred Partner,

Just in case you have purchased a flight ticket to a flight to/from a destination in the Americas you can no longer take, or if you suddenly wish to change your destination with no change fees or handling fees for changing the date or even destination of your flight!

Subject to the following terms and conditions:

* Passengers purchasing a flight ticket to/from destinations in the Americas only, until May 31st, 2024, are allowed to change or freeze their ticket for flights departing by May 31st, 2025 or one year from the day of ticketing, whichever comes first, with no change fees or handling fees.
* Passengers who have purchased flight tickets to destinations outside of the Americas will be able to make changes to their tickets in accordance with the ticket terms and conditions.
* In cases where there is a pricing gap due to the ticket modification or freezing, the passenger will be charged for the pricing difference.
* Modifications to the flight ticket are possible up to 6 hours before the flight's scheduled time of departure.

**Canceling a flight ticket**

Passengers that have purchased a flight ticket by December 31st, 2022 can cancel the flight ticket and receive a voucher instead.

Have you purchased a flight ticket to a flight you can no longer board? Aren't completely sure about the destination or when to fly? No problem! You can cancel your flight ticket and receive a voucher for the full amount you have paid and save the cancelation fees.  
  
Subject to the following terms and conditions:

* The expiry date that is mentioned on the back of the voucher hasn't passed.
* The voucher can be used on flights that depart before November 30th, 2025.
* Terms of the Cancellation fee: no cancelation fee for receiving the flight voucher.
* Modifications to the flight ticket are possible up to 6 hours before the flight's scheduled time of departure
* Does not apply to Points & Cash flight tickets that were purchased on sale, to lite flight tickets and bonus tickets
* Flight tickets that have been purchased after January 1st, 2023 cannot be substituted for flight vouchers, in cases where the passenger chose to cancel their flight ticket.