

Commercial Policy – 04 March 2026

Dear Travel Trade Partners

Due to the ongoing force majeure circumstances, please find below the updated commercial policy applicable to eligible bookings.

WY Operational Update

- Flights to/from Asia, the Indian Sub-Continent (India, Bangladesh & Pakistan) and Europe (except Russia) continue to operate as scheduled.
- Flights within the GCC (except for RUH, JED, MED & TIF) , AMM & BGW-CPH remain suspended due airspace closure.

INVOLUNTARY changes :

Refund	<p>Full refund may be processed regardless of fare rules, with all refund penalties waived.</p> <ul style="list-style-type: none"> • Refunds should be made to the original form of payment. • In case of a partial refund request (only one direction of the itinerary to be refunded), refund amount should be calculated on a half round-trip basis. 										
Date Change	<p>One free additional date change is permitted in the same ticketed RBD as originally booked, and within the validity of the ticket. In cases where the original ticketed RBD is not available, the lowest available RBD can be booked within the same cabin.</p> <ul style="list-style-type: none"> • Travel dates should be within 30 days of originally booked dates • Passenger may rebook unutilized outbound and inbound on the same Ticket within one reissue transaction to match original length of stay, or in case of non-daily flight operation to extend the original length of stay up to the next day of 										
Re-routing	<p>One free change to the point of origin and/or destination is permitted using any routing for which a WY published fare exists.</p> <ul style="list-style-type: none"> • Origin and/or destination may be changed to any point within the same country as originally booked. • Origin and/or destination may be changed to any point within 500 miles (TPM) as originally booked, regardless of country. • Bookings should be made in the same RBD as originally ticketed, and within the validity of the ticket. In cases where the original ticketed RBD is not available, the lowest available RBD can be booked within the same cabin. • Travel dates should be within 30 days of originally booked dates. <p>Examples:</p> <ul style="list-style-type: none"> • Original: LHR-MCT-COK may be changed to LHR-MCT-BOM. This is permitted because BOM is in the same country as COK. • Original: LHR-MCT-HKT may be changed to LHR-MCT-KUL. This is permitted because KUL is less than 500 TPM from HKT. <p>One free change of routing between the same origin and destination as ticketed is permitted using any routing for which a WY published fare exists.</p> <ul style="list-style-type: none"> • Routings, applicable airlines, and RBDs should be exactly as per an existing WY published fare. • Travel dates should be rebooked with 30 days of originally booked dates. <p>Examples: A ticket issued as BOM MCT ZRH on WY may be re-routed as BOM – MCT (WY), MCT – FRA (WY), FRA – ZRH (WY*) or (LH)</p>										
Re-protection to OAL	<p>All sectors of an impacted itinerary may be re-protected on to OAL.</p> <ul style="list-style-type: none"> • Bookings should be made in the lowest available RBD within the same cabin. • The following carriers should be used for re-protection, with carriers in group 2 only being used where no acceptable option exists using carriers in group 1, or with carriers in group 3 only being used where no acceptable option exists using carriers in group 2 etc. <table border="1"> <tr> <td>Group 1</td> <td>Any WY* (WY marketed) flight</td> </tr> <tr> <td>Group 2 (oneworld carriers)</td> <td>AS AA BA CX FJ AY IB JL MH QF QR AT RJ UL</td> </tr> <tr> <td>Group 3</td> <td>OS LH LX EN KL AF DL UA AC TG OD LO GA CI</td> </tr> <tr> <td>Group 4</td> <td>All other carriers not listed in groups 2, 3 or 5</td> </tr> <tr> <td>Group 5</td> <td>EY TK EK</td> </tr> </table>	Group 1	Any WY* (WY marketed) flight	Group 2 (oneworld carriers)	AS AA BA CX FJ AY IB JL MH QF QR AT RJ UL	Group 3	OS LH LX EN KL AF DL UA AC TG OD LO GA CI	Group 4	All other carriers not listed in groups 2, 3 or 5	Group 5	EY TK EK
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Ancillary Refund/Change	Any ancillary products purchased as part of a booking may be refunded or changed in accordance with this procedure										
No-show fee waiver	No-show fees may be waived										



The following VOLUNTARY** REBOOK/REFUND options apply for guests ticketed for travel through 08 March:

** = flights not cancelled yet

Date Changes

- Free date changes for departure until 29 March, original duration of stay may be preserved.
- Rebooking permitted in the ticketed or lowest available RBD in the same cabin.
- Change Fees waived.
- Add Endorsement, MAR26-1

Rerouting

- The existing value of unused coupons may be used towards the purchase of a new ticket to any destination worldwide.
- Change Fees waived.
- Reissue must be completed by 29 March.
- Add Endorsement, MAR26-1

Refund

- Full refunds permissible and can be processed via GDS.
- In case of partially unused tickets, please submit request via BSP Link.
- Add Endorsement, MAR26-1.



The following **VOLUNTARY REBOOK/REFUND** options apply for guests ticketed for travel between 09 March & 15 March:

Date Changes

- Free date changes for departure until 29 March, original duration of stay may be preserved.
- Rebooking permitted in the ticketed or lowest available RBD in the same cabin.
- Change Fees waived.
- Add Endorsement, MAR26-1

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Groups

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EMD Issuance

An EMD (Group Deposit) for the combined value of all tickets may be issued towards future purchase.

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