

Passengers with WB tickets issued on cancelled or re-scheduled flights have the right to select one of the following options.
Travel Agencies are requested to inform their clients in a timely manner.

REBOOKING DUE TO CANCELLATION - Passengers are entitled to rebook their tickets from their original travel date to a new date **up to six months later**, at no additional cost.

- Waiver Code required, please kindly contact agent-support@rwandair.co.uk or reservations@rwandair.com
- Reissue tickets in the same RBD. If this is unavailable, book the segments in the lowest available class and contact agent-support@rwandair.co.uk or reservations@rwandair.com to reinstate the RBD.
- For reissues in non-Amadeus GDS systems, please contact our HQ at reservations@rwandair.com for assistance.

REBOOKING DUE TO SCHEDULE CHANGE - Passengers affected by a disruption exceeding **60 minutes** can be rebooked onto a new flight **without any penalty**, provided the new flight is within **±7 days** of the original departure date of the cancelled or rescheduled flight.

- **Waiver codes are not provided for exchanges.** Please note in the endorsement box: "INVOL REISSUE DUE TO WB... FLIGHT DELAY ON DATE..."
- Reissue tickets in the same RBD. If this is unavailable, book the segments in the lowest available class and contact agent-support@rwandair.co.uk or reservations@rwandair.com to reinstate the RBD.
- For reissues in non-Amadeus GDS systems, please contact our HQ at reservations@rwandair.com for assistance.

REFUND - Passengers affected by a disruption exceeding **60 minutes**, **cancellations or misconnection due to disruption** are eligible for a full refund.

- Waiver Code required, please kindly contact agent-support@rwandair.co.uk or reservations@rwandair.com
- This code is required to process the refund via **GDS**. Refunds via BSP are allowed only if the ticket was automatically reissued by HQ to re-protect the passenger. If you wish to apply for a refund via BSP, please contact agent-support@rwandair.co.uk
- Ensure this code is included on all refund documentation. This waiver is exclusively for WB-operated flights on WB ticket stock.
- This waiver applies only for this cancellation.
- Please note that any misuse of this waiver code will incur an ADM.