



## Airline And Travel Policies And Procedures

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The following policies are in place as of March 20th, 2020. All of the terms are subject to change.

### Aerolíneas Argentinas

Due to the global health situation caused by the Coronavirus (COVID-19), Aerolíneas Argentinas would like to inform its commercial policy.

#### Tickets to/from Europe, the United States and Asia

- Passengers of Aerolíneas Argentinas CANCELLED FLIGHTS who wish to change their tickets to travel to/from the United States, Europe and Asia:
  - Changes:
    - Without penalty or fare/miles difference to travel and return up to June 30.
    - Without penalty, but paying the fare/miles difference, if any, if they decide to fly after July 1.
    - Tickets purchased with miles + pesos may only obtain a refund.
    - Passengers of NOT CANCELLED FLIGHTS who wish to change their tickets to travel to/from the United States, Europe and Asia (with original scheduled date up to August 31):
      - Changes: without penalty, paying a fare/miles difference, if any, to fly up to November 30.
      - Tickets acquired with miles + pesos may only obtain a refund.

For additional information, please see [https://www.aerolineas.com.ar/en-us/promociones/detalle/313\\_important-information-coronavirus](https://www.aerolineas.com.ar/en-us/promociones/detalle/313_important-information-coronavirus)

### AeroMexico

March 20, 2020

For all passengers who purchased their flights for future travel (see impacted travel dates below), and who voluntarily requested to change their flight date, the following travel flexibility waiver has been put in place.

Applicable for passengers with tickets issued before March 2020 (see issued dates below), with tickets beginning with 139 including AM codeshare.

The below policy is valid from March 1st, 2020 to October 31st, 2020 (see re-book and re-issued dates below).

### **International destinations**

- The below policy is valid for original tickets that have been purchased before March 9, 2020.
- Effective dates: from March 01 to April 30, 2020.
- Ticket issuing allowed until October 31, 2020.
- The rescheduled trip must take place before October 31, 2020.

For additional information, please see <https://www.aeromexico.com/en-us/notifications-for-passengers>

### **AirFrance**

**If you have purchased a ticket for a flight departing before 31 May 2020**, you have until 30 September 2020 to postpone your departure date without change fees. Your new trip must begin no later than 30 November 2020 included.

Save time by changing your booking online in the "My Bookings" section of our website or mobile application. You can also contact your sales agent.

### **Postpone my trip**

\*Except for group rates and allotments.

### **YOU WANT TO CANCEL YOUR TRIP**

**If you have purchased a ticket at a travel agency, for a flight departing before 31 May 2020 and you no longer wish to travel**, please contact them for further information.

**If you purchased a ticket directly from our website or at an Air France agency for a flight departing before 31 May 2020 and you no longer wish to travel**, please complete the online form below to obtain a travel voucher. This non-refundable voucher is valid for 1 year on all Air France, KLM, Delta Air Lines and Virgin Atlantic flights.

### **Complete online refund form**

For additional information, please see

[https://www.airfrance.us/US/en/common/page\\_flottante/hp/news-air-traffic-air-france.htm?\\_ga=2.94740181.899668035.1584726832-209768602.1584726832](https://www.airfrance.us/US/en/common/page_flottante/hp/news-air-traffic-air-france.htm?_ga=2.94740181.899668035.1584726832-209768602.1584726832)

### **Air India**

The National Carrier Air India has always been in the forefront to augment the efforts of the Central Government in times of national calamities. Amid COVID-19 outbreak, the ongoing evacuation of fellow citizens from affected countries by team Air India has been applauded by no less than The Hon'ble President and The Prime Minister of India. In order to reduce the stress & anxiety of the passengers who must travel during this trying times and also to facilitate those who wants to postpone the date of travel, Air India has decided to extend following waivers.

- Applicability: For all 098 tickets Domestic & International issued till 31st March 2020.
- Applicable Travel period: 18thMar'20 to 30th Apr'20. (both Inbound/outbound)
- Cancellation of booking itinerary
  - International Sectors:
    - If your flight operating between 19th Mar'20 to 30th Apr'20 is cancelled or you decided not to fly, you need not call Air India or your Travel Agent. You don't even have to report to airport for rescheduling of the flight.
    - No show charges is waived and Your ticket will be protected at full value/unutilised value.
    - You can reschedule your travel without paying any date change or sector change fees for up to 30th September 2020. Any fare difference is payable.

- Once you decide the date for travel, you can call your travel agent or contact Air India depending upon how ticket was originally booked and get the ticket reissued.
- Passenger must retain a copy of e-ticket with ticket number for endorsement.

For additional information, please

see <http://www.airindia.in/images/pdf/RedoneAdvisory-Dated-20-March-2020-converted.pdf>

### **Air Lingus**

Aer Lingus guests due to travel between now and 31st May 2020, will be able to change their booking without incurring a change fee. Using the Manage Trip section on aerlingus.com, guests will be able to change to another date or route of their choice on the Aer Lingus network. A fare difference may apply. Changes should be made no later than 25th March 2020, and some terms and conditions apply.

For additional information, please see <https://www.aerlingus.com/support/flight-disruption-information/>

### **Air New Zealand**

If you have international travel to a country restricted by a government imposed travel restriction for travel up to and including 31 March, you can hold your fare in credit for 12 months from the date you cancel your booking or we can provide you with a full refund. If you have international travel between 1 April and 30 June and you no longer wish to travel, we can hold your fare in credit for 12 months from the day you cancel your booking. If you have booked directly with us and your travel is before 14 April, please go to manage bookings to request your credit. If your travel is between 15 April and 30 June, you don't need to contact us straight away. We're working to have self-service in place for you very soon.

Please note, if your ticket is non-refundable, it remains non-refundable.

If you have booked through a travel agent, please make this request through them.

For additional information, please see <https://www.airnewzealand.com/faqs-on-covid-19>

### **Alaska Airlines**

- **For tickets purchased before March 31, 2020** change fees are waived
  - Travel must be complete by February 28, 2021
  - If the fare for the new flight is higher than your original ticket cost, you must pay the difference
  - The fee is waived one time only, future changes will incur the standard penalty

For additional information, please see <https://blog.alaskaair.com/alaska-airlines/coronavirus/>

### **American Airlines**

- **For travel between March 1, 2020, and April 30, 2020**, change fees are waived
  - Travel must be complete by December 31, 2020 or one year from the date the ticket was issued, whichever is earlier
  - If the fare for the new flight is higher than your original ticket cost, you must pay the difference
  - The fee is waived one time only, future changes will incur the standard penalty

For additional information regarding International travel, please see <https://www.aa.com/i18n/travel-info/travel-alerts.jsp>

### **Amtrak**

- **For tickets purchased before April 30, 2020**, change fees are waived
  - Travel must be complete within 12 months of the original ticket purchase date
  - If the fare for the new train is higher than your original ticket cost, you must pay the fare difference

For additional information, please see <https://www.amtrak.com/services/contentService.ibcontentpopup.changeFeeWaived.html>

## Asiana Airlines

### Itinerary

- Itineraries from/to countries with travel restrictions due to Corona19

### Applicable routes

- Passengers subject to entry restrictions and quarantines.

### Applicable dates

- Apply date: 04 Feb 2020~ release date (※ Limited to departures before 6/30)

### Applicable charges

- Waiver for refund penalty
- Waiver of extra paid seat refund penalty
- Waiver for reissue penalty (1st reissue penalty only)

### Notice

- Valid documents are required
- Schedule changes are only permitted within ticket validity and extra fare and/or taxes may apply. ※ Waiver on fare difference
  - Passengers who reissued the same itinerary due to restrictions related with 'travel history inside China within 14 days before entry'
  - Holders of flight tickets to the United States who changed their destinations into selected airports (passengers who are available to entry the US only) [View Details](#)
  - Limited to passengers re-issued to the same destination from entry restriction/quarantine measures.
- For additional information, please see <https://flyasiana.com/C/US/EN/customer/notice/detail?id=CM202002040001195374>

## British Airways

If you need to cancel your booking

Applicable if you are due to travel between now and 31 May 2020.

To cancel your booking, please fill out the [online voucher form](#)

When we receive your form, we will cancel your booking at no charge and email you with a voucher to the value of your booking. We will begin processing your voucher form as soon as you have submitted it. You won't receive a confirmation message but please be assured that we will have your application and will be processing it. We are experiencing extremely high demand so please allow up to seven days to receive your voucher.

**IMPORTANT: Please do not amend your booking in Manage My Booking yourself - we will do this on your behalf.**

### **About your voucher**

Your voucher can be used as payment for a future booking to any destination, on any chosen dates. If your new booking is more expensive, you will need to pay the difference. If it is less than your original booking, you will receive a voucher for the difference, which you can put towards another travel booking. Your voucher will be valid for travel within 12 months from your original departure date.

Please check this page regularly for updates on bookings made for travel after 31 May 2020.

For more information, please see <https://www.britishairways.com/en-us/flights-and-holidays/flights/book-with-confidence>

### **Cathay Pacific**

In light of the evolving coronavirus (COVID-19) situation, we're waiving rebooking, rerouting and cancellation fees – so you can change your plans easily and free of charge.

Please refer to the table below to see if your ticket is eligible. As our contact centre is experiencing very high call volumes, we ask that you refer to this information before you contact us. Note that our contact centre agents are following the same guide for refunds and charges.

- Destination/Origin – All destinations/origins
- Ticket booked on/before – March 17, 2020

- First date of planned travel – March 17, 2020
- Last Date of planned travel – May 31, 2020
- No date of planned travel - If you do not wish to cancel your flight, you can rebook or reroute your ticket for travel on/before December 10,2020

### **Cancellations & refunds**

If you booked on our website, mobile app or through our contact centre, the fastest way to arrange a refund is to log into [Manage Booking](#).

If you booked through a travel agent or third-party website, please contact them directly to organise your refund. We are unable to process refunds for bookings made through a travel agent or third-party website. Please contact them directly.

For Vantage Passes, Student Fares or Senior Fares, please contact our Global Contact Centre.

To view the full list of travel restrictions by country, and how they may affect your plans, please visit [Coronavirus \(COVID-19\) travel restrictions](#).

### **Delta Airlines**

- **For travel between today and April 30, 2020**, change fees are waived
  - The new ticket must be reissued no later than December 31, 2020
  - Your new trip must begin no later than December 31, 2020
  - If the fare for the new flight is higher than your original ticket cost, you must pay the difference
  - The fee is waived one time only, future changes will incur the standard penalty
- **For tickets purchased between March 1st -March 31, 2020**, change fees are waived
  - The new ticket must be reissued no later than February 28, 2021
  - Your new trip must begin no later than February 28, 2021



- If the fare for the new flight is higher than your original ticket cost, you must pay the fare difference
- The fee is waived one time only, future changes will incur the standard penalty

### **International Travel Scheduled to Depart in March, April, or May**

- For international travel originally scheduled to depart through May 31, 2020, all change fees are waived
- You can rebook your trip to the same destination for travel departing before May 31 with no difference in fare applied
- For trips rebooked to the same destination for travel departing June 1 – December 31, 2020, there will be no change fees but a difference in fare will apply
- We understand you might not know where you want to go. If you'd like to change your destination, or if you don't know when you want to travel, you may cancel without a fee and use your eCredit to book a new flight at a later date
- Travel to and from the US Virgin Islands and Puerto Rico will qualify for the international ticket flexibility policy
- For the best experience, please go to [My Trips](#) to adjust your plans before your original travel date. Your new travel should begin before December 31, 2020
- All International Travel: No Change Fees for Customers Scheduled to Travel March 17 – May 31, 2020
- Eligible Customers: All Tickets Originally Issued on or before March 17, 2020
- Impacted Travel Date(s): March 17, 2020 – May 31, 2020
- New Ticket Must Be Re-issued On/Before: December 31, 2020
- Rebooked Travel Must Begin No Later Than: December 31, 2020

For additional information, please see <https://www.delta.com/us/en/advisories/other-alerts/coronavirus-travel-updates>

### **Emirates**

Customers with tickets issued on/before 31st March who are impacted due to:

- Travel ban: Where there is government notification that prohibits travel
- Travel advisory: General government advisory against non-essential travel
- Quarantine requirements: Mandatory quarantine at origin or destination
- Mandatory lockdown: Countries in which government have issued a mandatory lockdown and customers are therefore unable to reach airport
- Flight cancellation: Flights cancelled by Emirates

Are eligible for Rebooking and Travel Voucher options:

- Rebooking is permitted within the ticket validity without fee, applicable fare difference if any may apply
- Travel voucher for ticket value with a validity of 12 months from date of issue

Affected customers should contact their travel agent or Emirates office to request a travel voucher, customers who booked directly with Emirates can visit the [Travel Voucher](#) webpage and add “Refund request due to Coronavirus” in the comments section.

### **Frontier Airlines**

- **For tickets purchased between March 10 – March 31**, change fees are waived
  - The new ticket must be reissued within 90 days of your flight cancellation
  - Your new trip must be completed no later than November 30, 2020
  - If the fare for the new flight is higher than your original ticket cost, you must pay the difference
  - If the fare for your new flight is lower than the original ticket cost, you forfeit the savings
  - The fee is waived one time only, future changes will incur the standard penalty

For additional information, please see <https://www.flyfrontier.com/alert/?mobile=true>

### **Jetblue**

- **For tickets purchased between March 6 – March 31, 2020 and scheduled to travel between March 10th -September 8, 2020**, change fees are waived
  - The new ticket must be reissued before September 8, 2020
  - Your new trip must be complete before September 8, 2020
  - If the fare for the new flight is higher than your original ticket cost, you must pay the difference
  - The fee is waived one time only, future changes will incur the standard penalty
  
- **For travel between March 10 – April 30, 2020**, change fees are waived
  - The new ticket must be issued before October 24, 2020
  - Your new trip must be completed before October 24, 2020
  - If the fare for the new flight is higher than your original ticket cost, you must pay the difference
  - The fee is waived one time only, future changes will incur the standard penalty

For additional information, please see <https://www.jetblue.com/travel-alerts>

## **KLM Royal Dutch Airlines**

Around the world and often at rapid speed, various prevention measures are being taken by local authorities. The type and impact of these measures vary. Unfortunately, this also means that we have to reduce our flight activity.

We have extended the rebooking possibilities to all of our flights. You can view your flight details and change or cancel your flight in [My Trip](#). We highly recommend making use of this self-service option, because of long waiting times at the KLM Customer Contact Centre.

### **Rebook your flight**

If you have booked a flight with a scheduled departure until 31 May 2020, please see below rebooking options we can offer you.

Please note that this policy does not replace the existing policies for specific

destinations. For KLM Package Deals, a [different policy](#) applies.

### **1. Change your travel dates**

- You may change your travel dates without having to pay the change fee.
- Until and including 30 November 2020, you can change your travel dates if the same travel class as mentioned on your original ticket is available.
- From 1 December 2020 onwards, you can change your travel dates if the same fare type as mentioned in your original ticket is available. If you change to a higher fare type, you may need to pay the fare difference.

### **2. Change your destination**

- You may use the full value of your original tickets for new tickets on KLM, Air France, Delta Air Lines or Virgin Atlantic.
- You will not have to pay the change fee.

### **3. Request a voucher**

You can also choose to postpone your trip. In this case, we will provide you with a voucher that will be valid for 1 year and can be used on KLM, Air France, Delta, and Virgin Atlantic flights. This voucher will be non-refundable.

### **How to rebook**

Log in to [My Trip](#) and change your travel dates or destination yourself if:

- you have a KLM, Air France or Delta Air Lines ticket,
- your journey has not started yet,
- you are not travelling with a baby (0-1 years),
- you did not request a special service (e.g. ordered a special meal, are travelling as an unaccompanied minor, have requested transportation of a wheelchair or pet).

If you don't want to arrange the rebooking online or if you need assistance, contact the [KLM Customer Contact Centre](#). Please note that we are doing what we can to help you as quickly as possible, but waiting times are longer than usual. Did you book your ticket via a travel agent? Please contact them directly to rebook.

## **LATAM Airlines**

Exchange policies for flights up to May 31, 2020 affected by cancellations, border closure restrictions and/or state of emergencies due to the COVID-19 pandemic.

- Your options:
- Change the date of your flight for no additional cost (same destination and cabin class) without penalties or fare differences. The new flight must be completed no later than December 31, 2020.
- If you have a flight booked before March 31, 2020 and you are unable or do not wish to travel, you can reschedule your journey for a later date or keep the ticket value as personal credit for future travel up to December 31, 2020.
- If you are traveling on or after April 1, 2020 and you are uncertain about your new travel date, please call us before your original flight date. You are entitled to the option of keeping the ticket value as a personal credit for future travel up to December 31, 2020.
- We are currently experiencing a high volume of calls. Please contact us only if your flight departs within the next 48 hours.
- Some countries may have entry restrictions. See the [conditions applicable to each country](#).

For additional information, please

see [https://www.latam.com/en\\_us/experience/coronavirus/affected-flights/](https://www.latam.com/en_us/experience/coronavirus/affected-flights/)

## **Lufthansa**

- Lufthansa Group extends free rebooking period and offers 50€ discount
- In view of the exceptional circumstances caused by the spread of the coronavirus, the Lufthansa Group Airlines Lufthansa, SWISS, Austrian Airlines, Brussels Airlines and Air Dolomiti offer even greater flexibility for your travel plans.
- If you hold a ticket for a cancelled or an existing Lufthansa Group flight, you can keep the ticket without having to commit to a new flight date right away. Existing bookings will initially be cancelled, but the ticket and ticket value will remain unchanged and can be extended to a new departure date up to and including 31

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December 2020. You can also rebook to another destination. The new flight must be booked until 31 August 2020.

- In addition, we offer you for every rebooked ticket a discount of 50€ on the ticket prize. Of course, rebooking fees will still not be charged, regardless of which fare was booked. Should the rebooked fare be more expensive due to a change of destination (e.g. rebooking from short-haul to long-haul), change of class of travel or similar, an additional payment may be necessary despite the discount.
- Please note: Rebookings can be done through our Service Center or your travel agent. You do not have to contact us before your original flight date – your ticket will keep its validity even past the original flight date. You will be able to rebook it any time until 31 August 2020. Due to the very high call volume in our Service Center, we currently ask you only to contact us if you are travelling within the next 72hours.
- This regulation applies to tickets booked up to and including 31 March 2020 and with a confirmed travel date up to and including 31 December 2020.

For additional information, please see <https://www.lufthansa.com/xx/en/flight-information.html>

## **Quantas**

### **Bookings through us directly**

Customers with existing bookings on any remaining international or Australian domestic flight until 31 May 2020, who no longer wish to travel, can cancel their flight and retain the value of their booking as a flight credit.

- Cancellations must be processed by 31 March 2020.
- It applies to all Qantas Group services including Jetstar and all partner airlines.
- The flight credit must be redeemed by 30 September 2020 or within 12 months of the date that the original ticket was issued, whichever date is later. The change fee will be waived.
- Flight credits can be used for travel on any domestic or international flights, for any travel dates available at the time of redemption.
- Qantas will waive the change fee when customers are ready to rebook, however the customer will need to cover any fare increase in their new booking.

- If you have already made use of this offer to convert your booking to a credit that expires before 30 September 2020, it will be extended to match the above conditions.
- New flight credits may take time to process, we appreciate your patience.

For additional information, please see <https://www.qantas.com/us/en/travel-info/travel-updates/coronavirus/booking-changes-and-refunds.html>

### Southwest Airlines

- Southwest Airlines has no waiver in place. Their standard change and cancel rules apply.
  - If you cancel your flight, you will have the full value of the ticket to apply toward a future trip.
  - The new travel must be completed within one year of the original ticket issue date.

For additional information, please see <https://www.southwest.com/Coronavirus/>

### United Airlines

- **For travel between today and April 30, 2020**, change fees are waived
  - Your new ticket must be reissued before December 31, 2020 or 12 months from the original purchase date, whichever is earlier
  - Your new trip must begin within 12 months of the original purchase date
  - The fee is waived one time only, future changes will incur the standard penalty
- **For tickets purchased before March 3, 2020**, change fees are waived
  - The new ticket must be reissued before December 31, 2020 or 12 months from the original purchase date, whichever is earlier
  - Your new trip must begin within 12 months from the original ticket issue date
  - The fee is waived one time only, future changes will incur the standard penalty

- **For tickets purchased from March 3, 2020 until March 31, 2020**, change fees are waived
  - The new ticket must be reissued within 12 months from the original ticket issue date
  - Your new trip must be complete within 12 months from the original ticket issue date
  - If the fare for the new flight is higher than your original ticket cost, you must pay the fare difference
  - The fee is waived one time only, future changes will incur the standard penalty

### **International travel advisories and waivers**

- For more information about international travel:
  - View our [current travel waivers](#)
  - See our [country-specific travel updates](#)
  - [Search by destination](#) for passport, visa and health requirements provided by the International Air Transport Association (IATA)
  - Visit the [U.S. Department of State's website](#) for detailed information on coronavirus by country

For additional information, please see <https://www.united.com/ual/en/us/fly/travel/notices.html>