

Top 20 Airlines by Region

This is a summary view of policies that has been captured on airline websites on a periodic basis. The summary text does not represent the complete terms and conditions and is provided for informational purposes only and without guarantee of accuracy. Please click on the links in this document to see the most up to date and detailed airline policy changes. This information is also likely to change depending on rapidly-evolving circumstances.

Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
Find out how your agency can handle servicing of the changes across the Travelport systems here (log in to Travelport Support required) https://my.travelport.com/group/agency/airline-policy-updates			

Americas

ABC AEROLINEAS S.A. DE C.V.	All international routes are temporarily suspended from Mar 24th 2020, flights within Mexico will continue to operate during this contingency period. Flight change policy is extend up to March 31st, 2021. Passengers with international and national flights with a code reservation or an Interjet E-TKT, up to June 30th, 2020; will be able to make flight changes free of charge in available flights in the same route and fare until March 31st, 2021. Changes must be made within the year the reservation or E-TKT is valid. If the reservation or E-TKT expires before Jun 30th, 2020, its validity will be extended to June 30th 2020.	25-Mar-20	https://www.interjet.com/en-us/information/important-notice
AEROLINEAS ARGENTINAS	Passengers of CANCELLED FLIGHTS who wish to change their tickets to travel to/from the United States, Europe and Asia are as follows: - Without penalty or fare/miles difference to travel and return up to June 30. 2- Without penalty, but paying the fare/miles difference, if any, if they decide to fly after July 1 3- Tickets purchased with miles + pesos may only obtain a refund 2- 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): a. Changes: without penalty, paying a fare/miles difference, if any, to fly up to November 30 b. Tickets acquired with miles + pesos may only obtain a refund	24-Mar-20	https://www.aerolineas.com.ar/en-us/promociones/detalle/313_important-information-coronavirus
AEROMEXICO	Passengers who purchased their flights for future travel, with tickets issued before March 15th on license plate 139 including AM codeshare, and who voluntary request to change their flight date, the following flexibility policy is valid from March 20th, 2020 to February 28th, 2021. The rescheduled trip must take place before February 28, 2021. No charges for change of date, respecting the same route and paid cabin. Ticket is non-refundable. Route change is allowed without charge. In case there is any fare difference, the difference must be paid at the time of re-booking.	25-Mar-20	https://aeromexico.com/en-us/notifications-for-passengers
AEROVIAS DEL CONTINENTE AMER- AVIANCA	Tickets with a flight date until April 30, 2020 regardless of purchase date or destination will have the option to change itinerary without penalty. For International tickets with a flight date after April 30th have the option to change the itinerary without penalty for tickets purchased between March 4th and 31st. For Domestic tickets with a flight after April 30th have the option to change the itinerary without penalty for tickets purchased between March 4th and 31st. Restrictions and conditions apply for both International and Domestic changes. Passangers will need to complete a form to cancel current itinerary and receive a voucher, which can be used to program a new itinerary. Customers are advised to contact customer service if they're traveling within the next 72 hours. If ticket was purchased from a travel agency, contact the agent to schedule a new itinerary and / or receive support on current itinerary. Please reference link for additional information.	25-Mar-20	https://www.avianca.com/us/en/about-us/news-center/avianca-news/protection-measures-for-passengers-covid19/
AIR CANADA AND AIR CANADA VACATIONS	No cancellation fee for flights booking before March 31st, 2020. Passangers will receive full credit, credit can be used towards future travel. This credit is valid for travel before March 31st, 2021. Tickets sold through a travel agency cannot be changed online. Terms and conditions apply please reference link.	25-Mar-20	https://www.aircanada.com/us/en/aco/home/book/travel-news-and-updates/2020/covid-19.html#/cancel-existing
AIR TRANSAT	Change fees waived on all flights and packages booked before March 4, 2020, for travel until April 30, 2020. Flights or packages to any destination for travel until April 30, 2020 can change their travel dates, hotel or destination—or all three— one-time at no charge towards travel completed by December 31, 2020. Customers who wish to cancel their reservation can use the credit towards subsequent travel completed by December 31, 2020. Changes to individual bookings can be made up to 24 hours prior to departure. Should there be a pricing disparity between the initial booking and the new booking, customers will have to pay the supplement, and no refund will be given should the price be lower than the initial price. Customers who booked through a travel agency must contact their travel agents.	25-Mar-20	https://www.airtransat.com/en-US/Travel-Information-en-US/Notice-to-Travellers

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ALASKA AIRLINES	<p>Tickets Purchased On/Before: February 26, 2020 Original Travel Dates: March 9, 2020 - May 31, 2020 New Travel Dates: March 9, 2020 - February 28, 2021</p> <p>Exception Policy: *Tickets must be changed or canceled prior to the departure of your original flight *If you purchased your tickets through a third party, such as Expedia, another travel agency, or another airline, contact them directly for assistance *If you purchased a Saver fare for travel through May 31, 2020, you may: Cancel your trip without a fee and deposit the funds into My Account wallet or receive a credit certificate for future travel *If you purchased a nonrefundable First Class, Main, or Award Ticket for travel through May 31, 2020, you may: Change your trip without a fee. New travel must be completed by February 28, 2021. A fare difference may apply to your new itinerary. Cancel your trip without a fee and deposit the funds into My Account wallet or receive a credit certificate for future travel *Tickets issued by other airlines with a different carrier code (ticket numbers that don't begin with "027") are subject to the waiver policy of the other airline</p>	25-Mar-20	https://www.alaskaair.com/content/advisories/travel-advisories
AMERICAN AIRLINES	<p>If you:</p> <ul style="list-style-type: none"> Bought your ticket before March 1, 2020, for travel through May 31, 2020, you can rebook without change fees. Booked your trip March 1 –April 15, 2020, for travel through January 30, 2021, you can also change your reservation at a later date without change fees. <p>For reservations booked through Travelport, please contact your Travelport-connected travel agent for help.</p>	25-Mar-20	http://news.aa.com/news/news-details/2020/American-Airlines-Extending-Change-Fee-Waivers-for-Customers-With-Travel-Plans-Through-May-OPS-DIS-03/
COPA AIRLINES	<p>*Tickets purchased until March 31, 2020 *Original travel dates must be originated and completed by June 15, 2020 *New travel must be completed by December 31, 2021 *Applies only to Copa Airlines tickets: regulars and award tickets *Refund and cancellations apply according to fare rule conditions</p>	25-Mar-20	https://www.copaair.com/en/web/us/coronavirus-measures-travel-with-confidence
DELTA AIR LINES, INC.	<p>Blanket waiver on on all tickets (Domestic & International) departing in March, April and May, as well as all tickets purchased between March 1st and April 15th, allowing for travel date and destination change by December 31, 2020. Used tickets will be applied toward a new flight, in some instance a fare difference will apply. If the new fare is lower an eCredit for the difference will be given. If the new fare is higher the difference will be collected.</p>	25-Mar-20	https://www.delta.com/us/en/advisories/coronavirus-travel/cancel-change-requirements
FRONTIER AIRLINES	<p>Flights can be changed or cancelled without incurring a change fee. Tickets issued prior to March 10th with original travel dates: *Between March 10 and April 30, 2020, customers may make a one-time change to their itinerary without a change/cancel fee *Between May 1 and May 31, 2020, customers may make a one-time change to their itinerary without a change/cancel fee through March 31 only. Standard change fees will apply for tickets from changed April 1 onwards *For tickets issued March 10 through March 31, 2020, customers may make a one-time change to their itinerary without a change/cancel fee *When cancelling bookings for travel between March 23rd and June 17th by March 23th you will be eligible to receive a \$50 per person voucher for future travel. The \$50 per person voucher can be redeemed through December 31, 2020, for travel the end of Frontier's available schedule. This is in addition to a credit applicable to a future Frontier flight for the full amount of your used ticket. *Important: To qualify for the \$50 per person voucher and flight credit, you must cancel your flight on or before Monday, March 23rd. This offer is valid for flights March 22nd -June 17th.</p>	25-Mar-20	https://www.flyfrontier.com/travel/travel-info/new-change-policy/

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GOL LINHAS AEREAS S.A	<p>Flights between 03/28 and 03/05: Can be reschedule for any period without change fees or fare differences.</p> <p>Flights from 05/04: Flights scheduled for the low season if rescheduled for the high season (July, December, January and holidays, including the day before and the following day), there will be a charge for the tariff difference.</p> <p>When we exempt from the fare difference: Tickets purchased for the high season (July, December, January and holidays, including the day before and the following day) can be rescheduled for any period within 330 days, from the date of the request, without charge or tariff difference, only once, respecting the same origin and destination.</p> <p>Tickets purchased for the low season can be rescheduled for any period (except July, December, January and holidays, including the day before and the following day) within 330 days, counting from the date of the request, free of charge or tariff difference, a single respecting the same origin and destiny.</p>	25-Mar-20	https://www.voegol.com.br/pt/informacoes/comunicado-coronavirus?br=banner1%3D&of=comunicado-coronavirus
HAWAIIAN AIRLINES, INC	<p>* Tickets purchased between March and May 2020: No change fees for any change made within one (1) year of the original ticket purchase date.</p> <p>* Tickets purchased before March 1, 2020 with travel dates between March and May 2020: No change fees for rebooked travel that begins on or before Dec. 31, 2020. Tickets must be changed no later than Dec. 31, 2020 or one year from the original ticket purchase date (whichever is earlier). For detailed information on waivers for impacted schedule changes/suspensions, please reference link.</p>	25-Mar-20	https://www.hawaiianairlines.com/our-services/products-and-programs/travel-agents/news
JETBLUE AIRWAYS	Change and cancellation fees for all JetBlue fares have been suspended. Travel credit will be given for all cancellations valid for one year. For changes, fare differences may apply.	25-Mar-20	http://blog.jetblue.com/coronavirus/
LATAM AIRLINES	Tickets booked for departure on or before March 31st can be rescheduled for later use as a personal credit for future travel up to December 31, 2020.	25-Mar-20	https://www.latam.com/en_us/experience/coronavirus/
SOUTHWEST AIRLINES	Travel scheduled between March 25th and April 30th can rebook, travel up to 60 days from the original flight date by visiting Southwest.com/rebook. Flights that have seats available will display as "Available". If unsure of future travel plans, action is not needed, as funds can be used to pay for future trips up to 12 months from the original date of purchase. Use the original confirmation number as the way to access funds in the future.	25-Mar-20	https://www.southwest.com/Coronavirus/
SPIRIT AIRLINES	Customers are eligible to receive a reservation credit for the full value of their booking. Reservation credit can be used for up to 6 months to book any flight available (including beyond the 6-month timeframe), and it can be used towards flights as well as other options (excluding 3rd party products). Customers who cancel their reservation can request a refund of their travel insurance premiums from Travel Guard, if eligible.	25-Mar-20	https://customersupport.spirit.com/hc/en-us/articles/360006469277-What-is-Spirit-doing-to-address-concerns-about-COVID-19-coronavirus-
SUN COUNTRY AIRLINES	Change fees waived for guests traveling through May 31st. Customers cancelling their flight will receive a flight credit to use toward future travel. Flight credits expire one year from the date the original itinerary was booked and can be used towards travel beyond the date of expiration. To redeem flight credits, the confirmation number of the original booking will act as a credit code when booking on SunCountry.com.	25-Mar-20	https://www.suncountry.com/safety-updates
UNITED AIRLINES	Tickets scheduled (International & Domestic) scheduled to travel between March 10th and May 31st are eligible for a one-time reschedule to a flight of equal or lesser value, valid over a period of one year from the original issue date of the ticket. International bookings cancelled by more than 6 hours resulting from government restrictions, will be issued a travel credit equal to the value of the ticket.	25-Mar-20	https://hub.united.com/united-coronavirus-covid19-safety-update-2645397564.html

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WESTJET	<p>For flights booked before March 3, 2020 for travel in March, April or May 2020:</p> <ul style="list-style-type: none"> *\$0 one-time fee waiver for changes or cancellations *Change or cancellation must be requested at least 2 hours prior to departure *Value of cancelled flights will be returned as a credit to your Travel Bank <p>If you change your flight, the difference in fare applies. If the new fare is less, the difference will be returned as a Travel Bank credit.</p> <ul style="list-style-type: none"> *Change or cancel your flights online using Manage trips. Some bookings can only be changed or cancelled by an agent, learn more about your booking's eligibility. *Call centre wait times are currently higher than expected. We encourage you to only contact us if your travel is within the next 72 hours. *If you booked through a third party, you will need to contact your travel agent to change or cancel. <p>Note: Changes or cancellations more than 24 hours from purchase, will be returned as a Travel Bank credit, valid for 24 months from date of issue. We are not processing refunds to original form of payment at this time. We will update this information when it is available.</p>	25-Mar-20	https://www.westjet.com/en-ca/travel-info/advisories

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APAC			
AIR CHINA, MULTIPLE BUSINESS C	All tickets with a ticket number beginning with "999" purchased before 0:00 AM on January 28, 2020 for Air China operated flights or CA-coded codeshare flights that have a travel date later than January 1, 2020 (inclusive) can be refunded free of charge within the validity period of one year as long as the refund is requested before the departure of the flight. (26Mar20 updated - Checking with airline if this policy still valid since this page was removed from airline official website)	24-Mar-20	https://www.airchina.co.uk/GB/GB/promotion/refundguide?id=TP_refundguide:20200205:KV:KRF:GB:EN
AIR INDIA	Waive no-show charges for tickets for a flight operating between 23rd March 2020 to 30th April 2020. As and when you finalise the date of your travel (up to 30th September 2020), you can reschedule your travel without paying any date change or sector change fee for your travel.	26-Mar-20	http://www.airindia.in/COVID-19-UPDATED.htm
AIR NEW ZEALAND	Offering the option to hold your fare in credit for any international or domestic bookings for travel commencing between 20 March and 31 May 2020.	26-Mar-20	https://www.airnewzealand.com.hk/travel-alerts#DPukAT&100wPGyw1NWH
ALL NIPPON AIRWAYS CO LTD	Customers with applicable tickets can request a refund with cancellation fees waived. Requests can be made up to 1 year and 30 days from the travel start date (or issuance date if prior to travel.) Tickets number starts with 205 with eligible periods different from each origins/ destinations. Please refer to link for details.	26-Mar-20	https://www.ana.co.jp/en/ip/topics/notice200123/
ASIANA AIRLINES	For flights traveling to/from China (including Hong Kong/Taiwan) with departure date 24 Jan 2020 - 25 Apr 2020 and ticket issue date before 27 Jan 2020, there is a waiver for refund penalty, extra paid seat refund penalty and reissue penalty (1st reissue penalty only) For US Departures to all Asian destinations until 30 April 2020, with ticketing date on or before 25 February 2020. There is a re-issue penalty waiver. New outbound departure date must be on or before 31 August 2020 Waiving reissue/refund penalties for all international routes (1 time only) with ticketing date applies to March 10, 2020 - April 30, 2020 with departure date starting from March 10, 2020. Changeable departure date is within the ticket validity period	26-Mar-20	https://flvasiana.com/C/DE/EN/customer/notice/list#CM2020_02040001195374
CATHAY PACIFIC AIRLINES	Waiving cancellation and no-show fees for all destinations/ origins with ticket booked on/before 23 March 2020 and travel dates from 17 March 2020 until 31 May 2020. Eligible to rebook or reroute for travel on/before 10 December 2020 with no rebooking or rerouting fees. Ticket change deadline is 31 May 2020. Free and unlimited changes to all new tickets issued between 9 March and 20 April 2020. Eligible for travel before 28 Feb 2021 with ticket change deadline on 28 Feb 2021.	26-Mar-20	https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/refunds.html https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/free-rebooking.html
CHINA AIRLINES	Waiving refunding fee for passengers holding CI/AE valid tickets with confirmed bookings between 20JAN20-30APR20, and are not entitled to enter/transfer, or required to isolate/quarantine, or are denied boarding due to fever symptom based on local government's policy on COVID-19. Please refer to link for details.	26-Mar-20	https://www.china-airlines.com/uk/en/discover/news/travel-advisory?travelAlert=37984-7030
CHINA EASTERN AIRLINES	Waiving refunding fee for 781 beginning tickets purchased or exchanged before January 28 2020 with travel date on or after 28th Jan 2020 and the application of refunding must be submitted before the flights take off. Special cancel & refund policy applies to student passengers, please visit the reference link for more information.	26-Mar-20	https://hk.ceair.com/newCMS/hk/en/content/en_News/TravelAlert/
CHINA SOUTHERN AIRLINES	For international flight with travel date between 2nd Feb 2020 until 10th Jun 2020, allowed to change travel date once free of charge to flight(s) traveling before June 10, 2020; allowed to date change/reroute once for free to other CZ operate flights between destinations within the same country or region (the change date should be 14 days before or after the original flight, and before 10th June 2020). Free refund is allowed if applied before the departure. Please visit the reference link for China domestic tickets and other special arrangement details.	26-Mar-20	https://www.csair.com/en/about/news/notice/2020/1e0pn9o_bs7ete.shtml
EVA AIRWAYS CORPORATION	Refund penalty will be waived for all routes except for Singapore / Japan Route. (Refund penalty will be charged by original ticketing rule for Singapore / Japan Route); Rebooking/Reissue policies are subject to the routes, please visit the reference link for more information.	26-Mar-20	https://www.evaair.com/en-global/about-eva-air/news/travel-news/2020-01-24-wuhan-coronavirus.html

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INDIGO AIR	(1) Revised Change booking policy All new and existing bookings for travel up to 30th Sep'20 You can reschedule for any date of choice with NO change fee, however fare difference, if any will be applicable. (2) Revised Cancellation policy All New and Existing bookings for travel up to 30th April, 2020 You can convert your ticket to a credit shell for your future travel and use it to make a booking any time before 30th Sept., 2020. However if you wish to opt for a refund, necessary charges will be applicable. Mode – Call center, Airport counters, App and website	26-Mar-20	https://www.goindigo.in/information/corona-virus-travel-restrictions.html
KOREAN AIRWAYS CO LTD/SELCW	(1) Passengers with entry restriction regarding COVID-19 *Travel Date : ~ June 30,2020 *Waiver for refund penalty. Permission of date/itinerary changes. *Reissue penalty shall be waived once. (any fare differences should be collected); (2)Traveling to/from Americas *Departure Date : ~ June 30, 2020, Issued on/before March 17, 2020 *- Reissue penalty and No-show penalty shall be waived once and ticket must be reissued on/before June 30, 2020. Fare difference can be waived for eligible tickets, please visit reference link for details and other special arrangements.	26-Mar-20	https://www.koreanair.com/global/en/about/news/travel_info/2020_01_WUH.html
MALAYSIAN AIRLINE SYSTEM BERHAD	Cancellation and service fees are waived for passengers that are denied check-in on Malaysia Airlines flight if they do not meet the country's Travel Restrictions. Normal ticket T&C applied for other refunding including Malaysia Airlines' Ultimate Flexibility Tickets holders who can enjoy unlimited date/destination change. Please visit reference link for additional information.	26-Mar-20	https://www.malaysiaairlines.com/hk/en/advisory/important-notice.html
PHILIPPINE AIRLINES	Passengers in all domestic and international flights(excluding Indonesia) during the Enhanced Community Quarantine period imposed by the Philippine Government from March 15 to April 30, 2020 and passengers whose flights are affected by COVID-19 cancellations or are banned for travel can rebook or reroute once without penalties. The new travel date must be within November 30, 2020* or within ticket validity, whichever comes first. Please visit reference link for additional information. *Rebooking and rerouting with blackout travel dates for Canada and United States: Inbound(Canada/United States to Manila) June 15,2020 until July 31, 2020 / Outbound (Manila to Canada/United States): July 15, 2020 until September 15, 2020	26-Mar-20	https://www.philippineairlines.com/en/faqs/2019novelcoronaviruscov
QANTAS AIRWAYS, LTD	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 used to book a new flight 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. Please visit reference link for additional information.	26-Mar-20	https://www.qantas.com/au/en/travel-info/travel-updates/coronavirus.html
SINGAPORE AIRLINES LTD	All rebooking fees can be waived for tickets issued on or before 15 March 2020, for travel up to 31 May 2020, with immediate effect. Customers can cancel their existing flight itineraries, retain the value of their tickets and rebook their travel at a later date, when they are able to firm up their new travel plans. The new flight itinerary should be completed by 31 March 2021. This new policy will allow customers the flexibility to defer their travel plans and applies to all bookings for travel up to 31 May 2020. All rebooking fees will be waived, although a fare difference may apply for the new itinerary. Please visit reference link for additional information.	26-Mar-20	https://www.singaporeair.com/saar5/pdf/media-centre/200315TravelWaiverPolicy.pdf
SRI LANKAN AIRLINES LTD	Will waive change and reissue fees on all tickets issued on or before March 31st ,2020. Irrespective of the routing and place of issue, the Airline shall permit one change (flight/date/routing) to ensure utmost convenience in view of various flight disruptions and regulations imposed around the world. Passengers can postpone or advance their new dates of travel to any available date in the future. Please visit reference link for additional information.	26-Mar-20	https://www.srilankan.com/en_uk/corporate/emergency-news-detail/505
THAI AIRWAYS	Travel waivers offered by region and booking date, please visit reference link for information.	26-Mar-20	https://www.thaiairways.com/en/news/news_announcement/news_detail/ticketing-procedures_covid19.page
VIRGIN AUSTRALIA INTERNATIONAL AIRLINES	This applies to new and existing bookings for travel between 15 March and 30 June 2020. * Change of date or destination: Guests can change their flight to a later date and/or to a different destination, without incurring a change fee. *Request a cancellation: If your departure is not within 48 hours and you no longer wish to travel you may request a Travel Credit to Travel with no cancellation fee. Please visit reference link for additional information.	26-Mar-20	https://travel.virginaustralia.com/au/coronavirus-update?icmpid=va c_crml au_hp fre covid19 na

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VISTARA	For ticket issued on or before 31-Mar for travel commencing on or before 30-Apr, If you were unable to make a change to your booking before your travel date or wish to make a change to your upcoming travel booking, please do not worry. Your PNR has been automatically extended till 31st December 2020 and remains valid in our system. However, you need to pick an alternate date of travel. If you wish to postpone your travel to a later date, we offer you the flexibility to opt for an alternate date of travel till 31st December 2020, without any change fee. However, the fare differential, if any, will be applicable. Please visit reference link for additional information.	26-Mar-20	https://www.airvistara.com/th/coronavirus-update

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Europe			
AEGEAN AIRLINES	<p>All tickets that are booked and will be booked up until 30th of April can change until 30th of April as often as you wish through our website (aegeanair.com, olympicair.com) in the section My booking with no rebooking fees (possible fare difference applies). If the ticket has been booked by a travel agent, you can rebook online through our website or you can contact them as well.</p> <p>To assist our passengers with cancelled flights to better adjust their travel plans, especially those who do not want to rebook for a future date at this time, we offer a credit voucher of equal value to the ticket purchased, valid for redemption on any future flight within the next 12 months. (via online form)</p>	25-Mar-20	https://en.aegeanair.com/aegean-announcement/
AER LINGUS	<p>"Cancelled flights: If your flight is cancelled we will contact you directly. Visit the Manage Trip section (on Aer Lingus website) to make sure your contact details are up to date.</p> <p>Changing your flights: We know that there's a lot of uncertainty about travel right now and we understand your concerns. We're offering two options if you're scheduled to fly with us before 31 May:</p> <ol style="list-style-type: none"> 1. Change your flight without a fee You can change the date of your trip using the Manage Trip section. We've waived our change fees, but please note that a fare difference may apply. 2. Apply for a voucher Apply for this by filling in your details on the voucher request form. We'll send you a voucher for the full value of your flight (including taxes and charges), plus an extra 10%. So if your flight cost at total of €200, we'll send you a €220 voucher. Terms and Conditions apply. See more details and FAQs on the voucher request page (on Aer Lingus website)." <i>(Agents - please refer to MyTravelport / Knowledge Base article linked at top of file for credit retention solution.)</i> 	25-Mar-20	https://www.aerlingus.com/support/flight-disruption-information/
AEROFLOT RUSSIAN AIRLINES	<p>Passengers holding tickets for cancelled Aeroflot flights, as well as passengers otherwise affected by restrictions imposed by their countries of departure, destination or transfer (e.g., bans on entry, exit or transit; threat of enforced quarantine; cancellation of visa-free entry; annulment of previously issued visas; etc.) and holding tickets for Aeroflot flights booked up to 31 May 2020, may:</p> <ul style="list-style-type: none"> — apply for an involuntary refund and receive a refund of the full ticket price at the original point of sale until 31 December 2020 (inclusive), regardless of the validity period of the ticket; — make a one-time change to the departure date to any date until 31 December 2020 (inclusive), while retaining the original point of departure, destination and service class, without incurring additional fees; — make a one-time change the route to any Aeroflot flight and/or departure date until 31 December 2020 (inclusive). No additional fee will be levied for rebooking, though other terms and conditions apply (e.g. additional payment for a more expensive fare). 	25-Mar-20	https://www.aeroflot.ru/gb-en/news/61706
AIR EUROPA	<p>Air Europa, following the health recommendations, offers more flexibility to its passengers even if your flight has not been cancelled.</p> <p>If your ticket has been issued before 01/04/20 and you plan to fly before 30/06/20, we allow you:</p> <ul style="list-style-type: none"> - Change of date or route by paying only the fare difference. To request this, you must contact your point of sale or travel agency. <p>If your ticket has been issued before 11/03/20 and you plan to fly between 15/03/20 and 30/04/20, we allow you:</p> <ul style="list-style-type: none"> - Change of date or route by paying only the fare difference. To request this, you must contact your point of sale or travel agency. <p>VOUCHER: In case you do not make the trip, you can save the amount of the ticket to use it as credit in a future purchase (valid for any destination operated by Air Europa or on the same route as the original ticket). This voucher will have to be used to fly for up to one year after its issuance.</p>	25-Mar-20	https://www.aireuropa.com/es/en/aea/comunicados.html

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
AIR FRANCE	<p>YOU WANT TO POSTPONE YOUR TRIP 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.</p> <p>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.</p> <p>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.</p> <p>YOUR FLIGHT HAS BEEN CANCELED If you have purchased a ticket at a travel agency and your flight has been cancelled we invite you to contact them directly for further information.</p>	25-Mar-20	https://www.airfrance.ie/IE/en/common/page_flottante/hp/news-air-traffic-air-france.htm
ALITALIA AIRLINES	<p>"Passengers who no longer wish to fly as per the schedule indicated on their ticket</p> <p>All passengers who purchased a ticket issued by 3 April for a flight departing from 23 February to 31 May can request the following by 31 May:</p> <p>To change your booking for another trip taking place by 31 December A refund with a voucher of equal value to the ticket purchased, valid for one year, to fly to any destination offered by Alitalia.</p> <p>Passengers who have had their flight canceled All passengers in possession of an Alitalia (055) ticket whose flight has been canceled can request the following by 31 May: To change your booking for another trip taking place by 31 December A voucher of equal value to the ticket purchased, valid for one year, to fly to any destination serviced by Alitalia. A refund of the price of the ticket or of the remaining value of the part of the trip which has not yet been completed" <i>(Agents - please refer to MyTravelport / Knowledge Base article linked at top of file for credit retention solution.)</i></p>	25-Mar-20	https://www.alitalia.com/en_en/fly-alitalia/news-and-activities/news/info-flights.html
AUSTRIAN AIRLINES	See LUFTHANSA entry.	25-Mar-20	https://www.austrian.com/Info/Flightinformation/Travel%20Alerts.aspx
BRITISH AIRWAYS PLC	<p>If you need to cancel your booking: If you are due to travel between now and 31 May 2020 you can cancel your booking by filling out an online voucher form (on airline website) When they receive your form, they will cancel your booking at no charge and email you with a voucher to the value of your booking. Your voucher will be valid for travel within 12 months from your original departure date. Applies to bookings made at any time for travel between 14 March 2020 – 31 May 2020 .</p> <p>If you need to change your booking: Change fees have been waived (will need to pay fare difference) Applies to all bookings made between 3 March and 31 May 2020, with a departure date up to 31 December 2020. Change of destination requires online voucher form.</p>	25-Mar-20	https://www.britishairways.com/en-gb/flights-and-holidays/flights/book-with-confidence
BRUSSELS AIRLINES	See LUFTHANSA entry.	25-Mar-20	https://www.brusselsairlines.com/en-uk/misc/AlertMessageDetail.aspx

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
FINNAIR	<p>When you haven't received a message on a flight cancellation: Please go to Manage booking and check that we have your current contact information so that we can reach you if your flight is cancelled. You can now postpone your travel until 30 November 2020 with no extra cost. If you haven't received a message about a flight cancellation, you can go to Manage booking to change your travel date yourself. You can change your travel dates if you made your booking latest on 30 April 2020. Your original travel date is latest on 30 November 2020. You made your booking via Finnair channels. You have a Finnair operated and marketed flight.</p> <p>When you have received a message that your flight is cancelled You can apply for a refund for the unused part of your flight ticket and the purchased travel extras. To apply for a refund, you only need to fill in this online form. We will fully refund the unused part of your flight ticket. We, unfortunately, have delays in the refund processing because of high refund application volumes. Our average handling time is approximately one month. You can postpone your travel until 30 November 2020 with no extra cost by contacting our customer service, please see below for further instructions. You can change your travel dates if You made your booking via Finnair channels. You have a Finnair operated and marketed flight.</p>	25-Mar-20	<p>https://www.finnair.com/gb-en/flight-information/travel-updates</p> <p>or sign into the Finnair agency site: https://www.finnair.com/int/gb/easy</p>
IBERIA AIRLINES	<p>If you have an Iberia ticket for a flight between 1 March and 31 May, we offer you the opportunity to exchange it for a voucher worth the same amount to be used for a flight on a later date.</p> <p>The voucher will remain valid until 31 March 2021, and there are no restrictions regarding travel dates or destinations. You can even spend them on more than one flight. To request a voucher, please fill out and send us this online form (via link on right to website).</p> <p>Changes of your ticket are also allowed for travel before 31 March 2021 with the following exceptions: 30 April-2 May; 1 July-15 August; 9-12 October; 4-9 December; 19 December-10 January; and 24-31 March 2021. To change your tickets, contact your travel agent or our call center. We are now receiving a huge volume of calls, so please use the call center only to change flights due to take place within the next 24 hours. Thank you for your understanding.</p> <p>If your flight has been canceled and you prefer not to fly and request other alternatives for exchange or refund, please do not hesitate to contact your travel agency contact us through our usual customer service telephone numbers. In this case, please note that due to current circumstances, our call center may experience delays both in handling your call and in handling your refund.</p>	25-Mar-20	<p>https://www.iberia.com/ie/latest-update-of-our-flights/#Ultima_hora_Coronavirus</p>
KLM - ROYAL DUTCH AIRLINES	<p>"Global Rebook Policy Coronavirus If you have booked a flight with a scheduled departure until 31 May 2020, please see below rebooking options we can offer you.</p> <ol style="list-style-type: none"> 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." <i>(Agents - please refer to MyTravelport / Knowledge Base article linked at top of file for credit retention solution.)</i> 	25-Mar-20	<p>https://www.klm.com/travel/gb_en/prepare_for_travel/up_to_date/flight_update/index.htm</p>

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
LOT POLISH AIRLINES	<p>The procedure applies to individual bookings made before March 31st, with flights scheduled to happen between March 28 and April 24, 2020. You can now change your travel date for free to flights by December 31, 2020 (travel should be completed by that period) provided that the same routing and booking class are preserved. If you choose the date of a trip which the originally selected booking fare is not available on, you will need to pay the applicable difference resulting from the currently available fare and conditions.</p> <p><i>Note: Website has different conditions for flights to/from USA and Canada. Varies by route, please check the link.</i></p>	25-Mar-20	https://www.lot.com/gb/en/flexible-rebooking-options
LUFTHANSA GERMAN AIRLINES	<p>"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."</p> <p>EXISTING BOOKING 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 December 2020. You can also rebook to another destination. The new flight must be booked until 31 August 2020.</p> <p>NEW BOOKINGS For bookings made until 31 March 2020, the Lufthansa Group airlines waive the rebooking fees for all newly booked flights worldwide and offer a one-time rebooking free of charge – regardless of the conditions of the original fare purchased. Passengers can in future rebook to a new travel date until 31 December 2020 without rebooking fees. If the original fare is no longer available, the corresponding difference must be paid, but you will receive a €50 discount on this amount."</p> <p><i>FOR further details, such as adding waiver codes, please via LH eXperts. Link further right.</i></p>	25-Mar-20	https://www.irreg.lufthansaexperts.com/en/home.html (agent Lufthansa eXperts login required)
SCANDINAVIAN AIRLINE SYSTEM	<p>"REFUND OPTIONS / FLIGHTS NOT YET CANCELLED * reservation made on/before 12 March 2020 * The outbound flight for the original booking must be planned to depart 30 April 2020 the latest * the voucher has to be used for a trip planned to depart by 30 November 2020 the latest" <i>(Note: This voucher scheme doesn't apply to travel agency bookings, please refer to MyTravelport Knowledge Base article linked at start.)</i></p> <p>"CANCELLED FLIGHTS REFUND For canceled flights you can apply for a refund, please use the refund form on our website." <i>(Agents - please refer to MyTravelport / Knowledge Base article linked at top of file for credit retention solution.)</i></p> <p>"REBOOKING FREE OF CHARGE when you buy a new ticket between 5 March-23 March 2020 for travel until 28 February 2021 (included). The rebooking fee will be removed. You may still pay the fare difference if the new ticket is more expensive than your original one. Rebooking must be made latest 30 November 2020."</p>	25-Mar-20	https://www.flysas.com/gb-en/traffic-information/message/
SWISS	See LUFTHANSA entry.	25-Mar-20	https://www.swiss.com/ch/en/various/Breaking-News

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
TAP PORTUGAL	<p>"Conditions for free change: Valid for tickets with original travel date until April 30, 2020; Free change fee, but fare differential is charged when applicable; Change must be made up to 24 hours before the departure of your first flight; One free change per reservation, subsequent changes are charged in accordance to fare rules; Change can be for dates and/or routes, in accordance to the fare rules; (Only date changes can be made through Manage Booking, for route changes you will need to contact the Contact Center.) New travel date to depart until December 31, 2020; Valid only for TAP operated flights; Valid only for reservations in which no flight has been flown; The validity period of the ticket cannot be extended; New flight dates must be within the validity period of the ticket; Valid for Corporate tickets; Valid for award's tickets (paid with miles), change only can be done via the Contact Center.</p> <p>Conditions for issuing the voucher: The issuance of the voucher for the full amount of the ticket is applicable to requested made after 18h/6PM of March 17, 2020 and in the event that no route of the ticket has been used, applicable to tickets paid with cash, including Corporate tickets and can be requested online here." <i>(Agents - please refer to MyTravelport / Knowledge Base article linked at top of file for credit retention solution.)</i></p>	25-Mar-20	https://www.flytap.com/en-pt/latest-updates
TAROM ROMANIAN AIR TRANSPORT	<p>Offer passengers the possibility to change their tickets on later travel dates or different TAROM destinations with no rebooking fee. Fare differences that may occur will be collected.</p> <p>This commercial facility applies for tickets with at least one travel date until May 31st, 2020 and offers passengers the possibility to decide on new travel dates/TAROM destinations within 12 months since the issuing date of their ticket.</p>	25-Mar-20	https://www.tarom.ro/en/news/flexibility-your-bookings
TURKISH AIRLINES	<p>We are applying Zero Change Fee and Change to Open Ticket policies for domestic and international flights, so that you can plan your travel with more flexibility, comfort and peace of mind.</p> <p>INTERNATIONAL Your purchase date: March 20, 2020 and before Your travel completion date on your existing ticket (completion date of the last flight on the ticket): Until December 31, 2020 (included) Your rights: Zero Change Fee or Change to Open Ticket Last date for your new flight: February 28, 2021</p> <p>DOMESTIC Your purchase date: March 20, 2020 and before Your travel completion date on your existing ticket (completion date of the last flight on the ticket): Until December 31, 2020 (included) Your rights: Zero Change Fee or Change to Open Ticket Last date for your new flight: February 28, 2021</p>	25-Mar-20	https://www.turkishairlines.com/en-ie/zero-change-fee/

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
URAL AIRLINES	<p>"Option No. 1.1 (available at the place of purchase) Change the departure date to a later one, WITHOUT PENALTY AND SUPPLEMENT: for the departure period from today until 06/30/2020, or from 09/01/2020 to 12/20/2020 *. Change the departure date to a later one, WITHOUT PENALTY with surcharge to the available fare: for the departure period from 07/01/2020 to 08/31/2020</p> <p>Option No. 1.2 (available at the place of purchase) Change the route with an extension to the tariff For flights to the CIS countries - it is possible to swap the departure and arrival points</p> <p>Option No. 1.3 (available at the place of purchase) Replace the passenger (full name) - together with a change in the departure date and / or direction.</p> <p>Option No. 1.4 is available through the application in the Feedback section Refund of the full amount for the ticket with Bonuses for issuing future flights to the personal account of the Wings program participant An application for your chosen option can also be left on the website in the Feedback section, the message must indicate the option chosen by the passenger."</p> <p><i>(Agents - please refer to MyTravelport / Knowledge Base article linked at top of file for credit retention solution.)</i></p>	25-Mar-20	https://new.uralairlines.ru/en/rules/aktualnaya-informatsiya-opyuteshestviyakh/
VIRGIN ATLANTIC AIRWAYS LTD	<p>CANCELLED FLIGHT If you booked direct and you're no longer able to fly due to travel restrictions related to Covid-19, you can * Change your travel date * Reroute to or from another destination * Change it for an open ticket for when you're ready to rebook There's no charge to change your flight. New flights will be subject to availability. If your new travel dates are on or after 01 July 2020, any difference in fare will apply. Travel must be completed by 30 April 2021.</p> <p>CHANGES For customers that have a ticket originally issued on or before 11 March 2020 for original dates of travel up to and including 31 May 2020. Issue date: On or before 11 March 2020 Original travel dates: 1 March 2020 - 31 May 2020 Travel can be rebooked 13 March 2020 - 30 April 2021</p> <p>For customers that have a ticket originally issued between 12 March 2020 and 31 March 2020, for original dates of travel up to and including 30 November 2020: Issue date: Between on or after 12 March 2020 and on or before 31 March 2020 Original travel date: 12 March 2020 – 30 November 2020 Travel can be rebooked 13 March 2020 – 30 April 2021.</p>	25-Mar-20	https://flywith.virginatlantic.com/gb/en/news/coronavirus.html

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
MEA			
COMAIR PTY LTD	<p>Should your travel plans be affected, your ticket will be valid for 12-months, from date of first departure as per your original booking, regardless of fare rules and restrictions.</p> <p>No Change of Booking Fee will be charged; however, a fare difference may apply due to the availability of seats. This will apply to tickets issued on or before 23 March 2020, for travel until 17 May 2020.</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	26-Mar-20	https://www.comair.co.za/coronavirus/covid19faq
DUBAI AVIATION CORPORATION	<p>If you would like to change your travel plans, the following options are available to you:</p> <p>Refund -You can request a refund to flydubai voucher and normal fare rules will apply.</p> <p>Rebooking -You can rebook without penalty to travel at a later date; any difference in fare will apply. Normal fare rules will apply to any changes made to your booking after 01 April 2020.</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	26-Mar-20	https://www.flydubai.com/en/contact/operational-updates#update-on-coronavirus-covid
EGYPTAIR	<p>(Information provided directly by EgyptAir)</p> <p>"In view of the recent precautionary decisions to suspend air traffic in all Egyptian airports, starting from Thursday noon, corresponding to March 19 and until March 31, until further notice.</p> <p>* Please note that confirmed tickets on international flights are allowed to change from March 19 to March 31 (involuntary same route same cabin), and without charging any price differences on EGYPTAIR flights available only from April 1 to April 30</p> <p>* In the event that EGYPTAIR customers insist on redeeming the value of the ticket the exemption conditions are exempted, with the exception of some refundable taxes"</p>	26-Mar-20	
EMIRATES AIRLINES	<p>"Customers with tickets issued on/before 31st March who are impacted are eligible for Rebooking, Travel Voucher and Refund options: -Travel voucher for ticket value with a validity of 12 months from date of issue. -Customers with flight bookings for travel on or before 30 June 2020 can rebook their flights to any Emirates destination within the same region without a rebooking fee or paying any fare difference. Emirates regions are: Africa; Australasia; Europe; Far East; Gulf, Middle East and Iran; Indian Ocean Islands; North America; South America; West Asia."</p> <p><i>(Agents - please refer to MyTravelport / Knowledge Base article linked at top of file for credit retention solution.)</i></p>	26-Mar-20	https://www.emirates.com/nl/english/help/travel-updates/#3515
ETHIOPIAN AIRLINES S.C.	<p>"Passengers whose travel date falls between 01 March- 30 June 2020 are eligible to re-book their tickets for travels until 31 December 2020 or opt to receive a voucher (PNR note) for future travel which will be valid for one year from date of issuance.</p> <p>If there is a difference in the airfare or applicable taxes, due to the reissue/rerouting of the ticket, the additional amount will need to be collected. For the latest travel information, we encourage all passengers to see real-time Flight Status on our website. Furthermore, please ensure that your contact details are up to date by visiting Manage Booking page of our website so we can let you know directly if your flight is affected. Please visit reference link for additional information."</p> <p><i>(Agents - please refer to MyTravelport / Knowledge Base article linked at top of file for credit retention solution.)</i></p>	26-Mar-20	https://www.ethiopianairlines.com/aa/en/breaking-news/updates-and-health-advisory-on-the-covid-19-virus

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
ETIHAD AIRLINES	<p>If you're scheduled to fly with Etihad Airways before 30 June 2020, you can rebook your flight for free, or use the value of your ticket as credit towards your next trip.</p> <p>You can rebook your trip to travel on or before 30 June 2020. You can even fly to a different destination within a specified zone. You can make more than one change to your booking.</p> <p>Cancel your booking and use the value as credit towards your next trip. And if you're an Etihad Guest member, we'll reward you with up to 5,000 bonus miles too. Book before 30 September 2020, for travel until 30 April 2021.</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	26-Mar-20	https://www.etihad.com/en-ae/travel-updates/covid-19
GULF AIR B.S.C.	<p>Gulf Air is offering unlimited changes without any change fees:</p> <ol style="list-style-type: none"> 1.Applicable to all tickets regardless of travel date 2.Unlimited changes without any change fees for future departure dates on the same route 3.Difference in fares may apply for the new departure dates 4.No refund if the fare on new departure date is lower 5.Applicable to all fare types 6.Changes can be made by visiting 'Manage My Booking' on our mobile app or gulfair.com (for tickets issued on or after 10th March) or by contacting the Gulf Air Contact Centre (for tickets issued before 10th March) 7.Passengers who have made their bookings through a travel agent are advised to get in touch with the agents <p>Tickets (including non-refundable tickets) may be refunded without penalty when there has been a Gulf Air schedule change where one or more of the following apply: 1) There is a change to an itinerary resulting in no comparable schedule being available within 24 hours of the originally scheduled departure or arrival 2) A change in the routing of a scheduled Gulf Air flight which adds one or more stops to the original itinerary.</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	26-Mar-20	https://www.gulfair.com/covid19
JAZEERA AIRWAYS	<p>Are offering passengers additional flexibility when amending their bookings. For ticketing on/after 07 March 2020 and on/before 30 April 2020 for travel on/after 07 March 2020 and on/before 30 April 2020 waived cancellation and rebooking fees across the network.</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	26-Mar-20	https://www.jazeeraairways.com/en-kw/plan/book/travel-advisory
KENYA AIRWAYS	<p>Kenya Airways is offering a waiver on change fees on all fares excluding travel within Domestic Kenya ie: MBA/KIS. This waiver will apply to:</p> <ul style="list-style-type: none"> -All fare types, including groups and conferences. -All Kenya Airways destinations (excluding travel within Domestic Kenya i.e.: MBA/KIS). -All points-of-sale -All travel up to 30th June 2020 <p>Ticket changes/Refunds must be completed by 30th April 2020.</p> <p><i>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</i></p>	26-Mar-20	https://www.kenya-airways.com/Coronavirus-travel-updates/en/

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
KUWAIT AIRWAYS CORP	<p>Passengers travelling from 22nd February 2020 – 30th April 2020, regardless of the Ticket issuance date are eligible for Refund / Re-issue /Re-routing without Penalty Charges. ** For tickets outside of those dates not covered by this policy, normal fare rules apply for re-bookings or cancellations.</p> <p>Re-booking / Re-issue Penalty Policy for flight cancellation due to COVID-19 Situation:</p> <ul style="list-style-type: none"> Refundable Tickets are permitted to Re-issue /Re-route without charging reissue /rerouting penalty fees. Non-Refundable Tickets are permitted to Re-issue /Re-route without charging reissue /rerouting penalty fees for travel until 31December 2020. Any difference in Fare, Taxes, Surcharges will be applicable for above. Companion Offer tickets are allowed to re-book/re-issue their Tickets for travel between 01 September 2020- 10 December 2020 without Reissue Penalty Fee. <p>Refund / Cancellation Penalty Policy for flight cancellation due to COVID-19 Situation:</p> <ul style="list-style-type: none"> Refund on Fully unutilized tickets: Full Refund applicable without any refund penalty fees. Refund on Partially utilized tickets: Refund permitted on the unused component of any tickets. <p>(Agents - please refer to MyTravelport / KB article linked at top of file for credit retention solution.)</p>	26-Mar-20	https://www.kuwaitairways.com/en/information/usefulinfo/Pages/Reissue-Refund-Policies.aspx
MIDDLE EAST AIRLINES	<p>The company confirms that all valued passengers who wish to modify or cancel their bookings onboard MEA flights due to the actions taken, can reschedule/cancel their flights at no additional cost until April 30, 2020.</p>	26-Mar-20	https://www.mea.com.lb/english/about-mea/news-and-press-releases/news-and-press-releases/exceptional-measures https://www.mea.com.lb/english/about-mea/news-and-press-releases/news-and-press-releases/important-announcement-to-our-valued-customers
OMAN AVIATIONCO S.A.O	<p>Starting 6 March, 2020, Oman Air has removed change fees for all tickets purchased from now through till 31 May, 2020. The waiver applies to all tickets, all fare types and all destinations – for travel through 31 October, 2020.</p>	26-Mar-20	https://www.omanair.com/nl/en/travel-advisory-covid-19-coronavirus-outbreak https://www.omanair.com/nl/en/about-us/press-releases/oman-air-offer-change-fee-waivers-light-coronavirus-outbreak
PAKISTAN INTERNATIONAL AIRLINE	<p>WAIVER OF CHANGE OF BOOKING FEES</p> <p>Change of booking fees on ALL international travel to/from Pakistan have been waived. Terms & Conditions:</p> <ul style="list-style-type: none"> - This waiver policy applies on change of booking, refund, and no-show charges. - Travel period valid from 16th March 2020 till 5th April 2020. - Any difference in fare or taxes as a result of the change in booking will still apply. - In case validity of any partially-used tickets is expiring, it may be extended for under one year from the initial date of travel. - Fees for additional services may apply. 	26-Mar-20	https://www.piac.com.pk/travel-updates-and-information
QATAR AIRWAYS	<p>"If you are affected, you can re-book your ticket to alternative dates or destinations, opt to receive a voucher for future travel, or get a refund. This policy applies to all tickets issued anytime until 30 September 2020, for travel on or before the same date.</p> <ul style="list-style-type: none"> - If you have booked your ticket through a travel agent, please contact your travel agent to amend your booking, exchange your ticket for a future travel voucher, or arrange for a refund. - If you have booked with us directly, a travel voucher will be emailed to you automatically. It will be equal to the value of your unutilised ticket – plus an additional 10%, excluding statutory taxes. If you would prefer to re-book your tickets or arrange for a refund, you can telephone any of our offices or contact centres. <p>If your flight is operating normally and you have booked or are planning to book tickets for travel up to 30 September 2020, but you wish to change your travel plans, you can alter your travel date free of charge, or exchange your ticket for a future travel voucher valid for one year, up to 3 days prior to departure. This includes award flights."</p> <p>(Agents - please refer to MyTravelport / Knowledge Base article linked at top of file for credit retention solution.)</p>	26-Mar-20	https://www.qatarairways.com/en/travel-alerts/COVID-19-update.html

Top 20 Airlines by Region

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ROYAL AIR MAROC	<ul style="list-style-type: none"> - Passengers concerned: tickets issued before March 31, 2020 included or passengers of flights cancelled as a result of the COVID-19 crisis, on the entire Royal Air Maroc network (award tickets included); - Initial travel date: before June 30, 2020 inclusive; - Change: 1 change free of charge; - Conditions: change to the same destination and same fare class. (Fare difference applicable in case of unavailability of the initial booking class); - New travel dates: until 31 October 2020 (possibility to extend the return date beyond this date to keep the same duration of stay) ; - Refund: permit against a credit note, non-refundable, valid for 6 months to be used on the entire Royal Air Maroc network (to be issued only via our call center); - The other fare conditions of the ticket remain applicable. 	26-Mar-20	<p>https://www.royalairmaroc.com/int-en/Travel-Info/Traffic-information-and-alerts/Royal-Air-Maroc-commercial-measures-considering-the-current-situation-of-the-COVID-19</p> <p>https://www.royalairmaroc.com/int-en/Customer-service</p>
ROYAL JORDANIAN AIRLINES	<p>"Passengers traveling from the 13th April till the 20th May 2020 who booked or will book ticket from 16th of March till 13th April 2020.</p> <ul style="list-style-type: none"> - Changing reservation is free of Charge (penalty waived), difference in fare to be collected if applicable. - Refundable tickets can be refunded with zero penalty fee, non-refundable tickets and taxes to remain non-refundable. <p>RJ also offers the below for travel up to 20th May 2020:</p> <ul style="list-style-type: none"> - RJ offers the option to keep the ticket value as credit to be used in the future as a voucher (Electronic Miscellaneous Document EMD), with the following benefits: Voucher (EMD) validity will be for one year from the date of issuance. The Voucher (EMD) can be used to any RJ route, and not limited to the originally booked ticket. - Passengers have the option to freeze their tickets up to one year (from day of issuance) if traveling on/before the 20th of May,2020. <p>For Tickets issued before the 16th March 2020 following rules apply:</p> <ul style="list-style-type: none"> - First change reservation is free of charge and difference in fare to be collected. - Refund to be applied according to RJ's ticket terms and conditions. - Passengers have the option to freeze their tickets up to one year (from day of issuance) if traveling on/before 31st of March 2020." <p>(Agents - please refer to MyTravelport / Knowledge Base article linked at top of file for credit retention solution.)</p> 	26-Mar-20	<p>https://ri.com/en/ri-policy-regarding-coronavirus</p>
RWANDAIR EXPRESS	<p>RwandAir has introduced a new booking policy to offer flexible future travel options for customers concerned about flying due to the coronavirus outbreak. It has waived all rebooking fees for all new flight bookings made between March 9 and April 30, 2020.</p> <p>The waiver applies to:</p> <ul style="list-style-type: none"> - All fare types, including groups - All RwandAir destinations - All points-of-sale <p>For tickets purchased before 9 March 2020 with travel between 31 January and 31 May 2020, passengers can rebook without any change or rebooking fees for up to one year from the date of issuance.</p> <p>To be eligible for RwandAir's new travel options, all ticket changes/refunds must be completed by April 30, 2020.</p>	26-Mar-20	<p>https://www.rwandair.com/media-center/news-press-releases/rwandair-to-temporarily-stop-all-flights-for-30-days/</p> <p>https://www.rwandair.com/information/covid-19-coronavirus-updates-and-travel-guidelines-to-our-network/</p>

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SAUDI ARABIAN AIRLINES	<p>If your flight was cancelled due to COVID-19, you don't need to take any action. Your ticket will be available for one year* for use in the same cabin/class with no fare difference, even if used in a peak period.</p> <p>* The ticket is valid for one year considering only from the commencement of the specified date of travel ticket.</p> <p>DOMESTIC AND INTERNATIONAL FLIGHTS</p> <ul style="list-style-type: none"> - Waiver period: All domestic and international flight tickets with confirmed bookings for future travel. - Cancel booking with the option to keep the passenger Ticket/EMD as credit valid to be used in the same route and class of service without any restrictions to the new date of travel and without collecting fees or fare difference* (The ticket is valid for one year considered only from the commencement of the specified date of travel ticket). <p>For domestic flights:</p> <ul style="list-style-type: none"> - Reroute to any other destination without fees* with the fare difference, if any, in addition to add VAT fees. - Ticket and EMD refund fees and restrictions apply. - Revalidation/Reissue/No-show/Go-show without fees* or fare difference* in the same class of service. - Re-associate all ancillary service EMD without fees* <p>* One time only.</p> <p>For international flights:</p> <ul style="list-style-type: none"> - Changing the starting point or final destination to the nearest destination in the same area without fees or fare difference*. - Reroute to any other station without fees* with the fare difference, if any. - Refund ticket without fees (except for E3 security fees, non-refundable taxes, and airline fees). - Revalidation/Reissue/No-show/Go-show without fees* or fare difference* - Refund/ Re-associate all ancillary service EMD without fees*. <p>* One time only.</p>	26-Mar-20	https://www.saudia.com/covid-19
SOUTH AFRICAN AIRWAYS	<p>"In response to the Government Travel ban aimed at stopping the transmission of the Coronavirus (Covid-19), SAA announced its decision to suspend all domestic flights with effect from Friday, 27 March until 16 April 2020 (inclusive). All International flights are suspended until 31 May 2020. All Tickets issued on or before 25 March 2020 and new tickets issued up to 31 August 2020 will be eligible to be used as a Future Travel Credit up until 25 March 2022."</p> <p>Please reference link for additional information.</p> <p><i>(Agents - please refer to MyTravelport / Knowledge Base article linked at top of file for credit retention solution.)</i></p>	26-Mar-20	https://bit.ly/2ybs80b
TAAG-LINHAS AEREAS DE ANGOLA	<ul style="list-style-type: none"> - For trips scheduled between March 17th and April 30th charges for any rescheduling penalties are exempted. - During this period, passengers can make changes/reschedules of their trips according to availability of seats, ticket validity and length of stay. - In the event of cancellations, TAAG will reimburse passengers for full fare, including tickets purchased with miles. 	26-Mar-20	http://www.taag.com/en/Taag/News https://bit.ly/33iYmt8