

MOST COMMON QUESTIONS ABOUT CORONAVIRUS AND FLYING WITH FINNAIR

The global impact of coronavirus has left many customers with questions. Here are the most frequently asked, and advice for what you can do if your travel is affected.



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WHY DO YOU CANCEL FLIGHTS OR EVEN WHOLE ROUTES?

The coronavirus situation has led to a high volume of reservation changes and impacted on our bookings

significantly after many countries have set travel restrictions. Also, the Ministry of Foreign Affairs in Finland advises is to avoid unnecessary travel and many countries have set travel restrictions for arriving passengers. We can't continue our normal operations in this exceptional situation and need to adjust our traffic accordingly. We've previously already cancelled 4000 flights and temporarily stopped flying some routes. Now we're reducing our flights even more.

HOW DO YOU CHOOSE THE FLIGHTS OR ROUTES TO BE OPERATED?

Even in this highly unusual situation we want to maintain some routes that are critical for Finland. From the beginning of April we'll operate about 20 routes, providing that the authorities don't set any new travel restrictions.

HOW DO I KNOW IF MY FLIGHT IS CANCELLED?

We'll remove the flights from our systems with a phased approach due to the large volume of cancelled flights. If you have a booking on any of the disrupted flights, we'll contact you personally via SMS and/or e-mail. Please go to [Manage booking](#) and check that we have your current contact information, so that we can reach you in case of disruption.

I NOTICED THAT MY FLIGHT IS CANCELLED BUT I HAVEN' T GOT AN SMS.
WHY?

As the number of flight cancellations is high at the moment, cancelling flights and sending messages happens gradually and takes some time, even several days. We ask for your patience in this exceptional situation. We send SMS and/or email to all customers whose up-to-date contact information we have. Please go to [Manage booking](#) and check that we have your contact details.

WHAT ARE MY OPTIONS, IF MY FLIGHT IS CANCELLED?

If your flight is on a route where we don't operate after the beginning of April, but the flight is still active in our system and you haven't received a message about the cancellation, you can change your flight through [Manage Booking](#).

After 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. You can change your travel dates if
 - You made your booking via Finnair channels.
 - You have a Finnair operated and marketed flight on Finnair ticket.
 - There are available seats on your chosen new flight.
 - You make the change before the departure of your original flight. Please note that you need to select new dates for your travel when making the change.
 - Please note that the change in the ticket rules doesn't apply to Finnair Holidays, Aurinkomatkat (Suntours) and other tour operators' customers.
 - If you have a group reservation, please contact your travel agency.
- If you still want to travel, we do our best to re-route to your destination, but please note that availability of alternative flights is very limited at the moment.

WHAT ARE MY OPTIONS, IF I DON' T WANT TO TRAVEL DUE TO THE
CORONAVIRUS SITUATION?

We want to offer you flexibility for making reservation changes and have updated our ticket change policy.

You can now change your travel date flexibly without a change fee and travel until 30 November 2020, if you made your booking latest on 30 April 2020, you purchased your ticket via Finnair channels, you have a Finnair operated and marketed flight on Finnair ticket and there are available seats on your chosen new flight. Please make the change before the departure of your original flight. Please note that the change in the ticket rules doesn't apply to Finnair Holidays, Aurinkomatkat (Suntours) and other tour operators' customers.

CAN I CANCEL MY RESERVATION AND GET A REFUND?

If your flight is not cancelled and you choose to cancel your reservation, the refund depends on your ticket type.

HOW DO I CHANGE MY TRAVEL DATES?

If your flight will be operated or if your flight hasn't been cancelled from our systems yet and you haven't received a cancellation message, the easiest way to change your travel dates is via [Manage booking](#).

If your flight is cancelled and you have received a cancellation message, please contact our customer service to change your travel dates.

HOW CAN I APPLY FOR A REFUND?

In case you decide to cancel your reservation and want to apply for a refund, please cancel your reservation first at [Manage booking](#) and then apply for a refund using [our refund form](#).

If you are applying for a refund because we cancelled your flight, you can go directly to the [refund form online](#) and fill it in. We will fully refund the unused part of your flight ticket.

HOW AND WHEN WILL YOU PAY ME MY REFUND?

Due to a high volume of refund requests, we currently have delays in our refund handling. The handling time is approximately one month. We are sorry for the inconvenience this causes you. We will pay the refund to the same credit card account or to another payment method that was used to purchase the ticket.

WILL YOU REROUTE ME TO MY DESTINATION, IF MY FLIGHT IS CANCELLED?

We do our best to re-route you to your destination as soon as possible. As the availability of alternative flights is limited, re-routing may take time, and on some routes availability of alternative flights is very limited. If there is availability and after we've re-routed your journey, you can find your updated travel plan and other possible flight options via [Manage booking](#).

ALL FLIGHTS TO MY DESTINATION ARE CANCELLED. CAN YOU REROUTE ME TO A NEARBY CITY?

Please contact our customer service to check this possibility.

IS IT SAFE TO FLY DURING THE CORONAVIRUS EPIDEMIC?

The safety and wellbeing of our customers is a top priority for us. We are doing everything we can to ensure healthy and hygienic travel for you also during the coronavirus epidemic. We advise you to follow authority guidance.

[Read more](#) on how we take care of unwell customers, [clean our cabins](#) or take additional measures for hygiene through our service procedures.

I POSTPONED MY TRAVEL TO A LATER DATE AND NOW MY ORIGINAL FLIGHT IS CANCELLED. CAN I NOW GET A REFUND, IF I DECIDE NOT TO TRAVEL?

If your ticket type allows refunds, you can apply for a refund. However, you are not entitled to a refund based on your original flight being cancelled.

I BOOKED MY FLIGHTS THROUGH A TRAVEL AGENCY. CAN I CHANGE MY RESERVATION THROUGH FINNAIR?

If you booked your flights through a travel agency, like ebookers, please primarily contact them to make changes to your reservation.

I ALREADY CHECKED IN FOR MY FLIGHT. CAN I STILL CHANGE MY BOOKING?

Yes, you can, just make the changes before the departure of your flight.

I CAN' T CHANGE MY TRAVEL DATES MYSELF OR REACH YOUR CUSTOMER SERVICE. CAN I DECIDE NOT TO TRAVEL AND APPLY FOR A REFUND LATER?

If your flight is cancelled, you can just apply for a refund afterwards. The easiest way to do this is to fill in this [refund](#)

[form online](#). If your flight is operated, refund depends on the rules of the ticket you purchased.

CAN I CHANGE MY TRAVEL DATES MORE THAN ONCE?

Yes, you can. Just do it before the departure of your flight.

HOW CAN I REACH FINNAIR CUSTOMER SERVICE?

We are at your service via phone, the chat on our website and in social media channels. We do everything we can to help you, but unfortunately, our response times are currently much longer than usual due to this exceptional situation. We are very sorry about this.

To ensure as smooth service as possible, please do the following.

- If you have a flight within three days, please contact us as soon as possible.
- If your flight departs in over three days, please contact us closer to the departure.

We ask you to avoid contacting us through several channels, as it congests the customer service further. We will reply to all messages as soon as possible.

WHEN CAN I TRAVEL NORMALLY AGAIN?

We continue to follow closely the coronavirus situation and its impact on demand for air travel. We of course hope to be able to return to normal operations as soon as possible, and we have the ability to ramp up our operations fast when the situation allows.

HOW SHOULD I AS A CUSTOMER KNOW WHEN I CAN TRAVEL? WHY CAN' T I JUST CANCEL MY TICKET AND GET MY MONEY BACK?

We do understand that it is very difficult to plan travel in this situation. Due to the exceptional situation, we have already added exceptional flexibility on our bookings, and you can change your travel dates free of charge and travel until 30 November 2020. We continue to follow the situation and update information as the situation develops.

ARE YOU ABLE TO FLY ALL YOUR CUSTOMERS HOME?

We do our best to carry customers home from our destinations in this difficult situation. We have added flights from the most popular destinations. We fly extra flights from Malaga to Finland for example. We recommend you to change your travel dates primarily through [Manage booking](#), where you can see

which flights still have available seats. If you haven't purchased your ticket yet, you can check availability and purchase a ticket [here](#).

WILL YOU EXTEND THE FINNAIR PLUS TRACKING PERIOD?

We will extend the active tracking period by six months and administer the change for all Finnair Plus tier members by 31 March. For, example, if your tracking period ends on April 30 we will extend it to October 31. Your next tier tracking period will start then and continue for 12 months. During the extended time you can continue accruing points and move up the tiers. We will also update the validity of eg. upgrade benefits so they match the new tier tracking end date. If you do not wish to have this extension, please contact customer service.

WHY CAN'T I MAKE CHANGES TO MY RESERVATION THROUGH MANAGE BOOKING?

You can't make changes through Manage booking, if

- you have a group booking.
- you have booked your trip through a travel agency or a tour operator.

- you have purchased your flight with a combination of money and Finnair Plus points.
- your flight is already cancelled from our systems and you have received a cancellation message.
- if you have upgraded your flight with money or tier benefit.

When you have booked your trip through a travel agency or tour operator or you have a group booking, please contact your agency to make changes. In other cases our customer service will help you. We are sorry that our customer service is congested at the moment.

CERTAIN DESTINATIONS ARE IN YOUR TRAFFIC PLAN BUT THERE ARE TRAVEL RESTRICTIONS IN THE DESTINATION AND/OR IN FINLAND. CAN I CANCEL MY BOOKING AND GET A REFUND?

You can apply for a refund for the unused part of your flight ticket, if you can't travel to your destination due to travel restrictions.

WHEN DO I NEED TO CHANGE THE TRAVEL DATES AT THE LATEST?

Please change your travel dates before the departure of your original flight.

ONLY MY OUTBOUND/INBOUND FLIGHT IS CANCELLED. WILL MY OTHER FLIGHT BE CANCELLED AUTOMATICALLY AND DO I GET A REFUND FOR THE WHOLE JOURNEY?

If only your outbound or inbound flight is cancelled, you can apply for a refund for your whole journey, when both flights are on the same ticket. The flight that is not cancelled is active in your reservation, but you can still apply for a refund for the whole journey just by [filling this form](#).

If you don't want to cancel the whole trip or you want to fly either the outbound or inbound flight, please contact our customer service to arrange your booking again.

WHAT IF I WANT TO CHANGE MY TRAVEL DATES AND MY FLIGHT IS WITHIN 3 DAYS, BUT I CAN'T REACH YOUR CUSTOMER SERVICE AND CAN'T MAKE THE CHANGE MYSELF?

We are sorry that our customer service is busy. Did you already try to reach us via chat on our website? You can start chatting by clicking the chat button in the right lower corner of the page.

You can change your travel dates yourself via [Manage booking](#).

However, it is good to know that you can't make the change yourself, if you have a group reservation, you have booked your trip through a tour operator or a travel agency, you have purchased your ticket partly with Finnair Plus points, your flight is already cancelled from our systems and you've received a cancellation message or you have upgraded your journey to Business Class with a tier benefit or money.

I HAVE AN INFANT IN MY RESERVATION. HOW CAN I CHANGE MY TRAVEL DATES, IF MY CHILD IS NOT AN INFANT ON MY NEW TRAVEL DATE ANYMORE?

In this case, please contact our customer service.

I AM TRAVELLING WITH MY PET BUT CAN' T REACH YOUR CUSTOMER SERVICE TO BOOK THE SERVICE. WHAT CAN I DO?

Our customer service always needs to confirm a pet travelling. We are sorry that our customer service is congested. If you can't reach us by phone, please try to chat with us on our website. You can start chatting by clicking the chat button in the right lower corner of the page.

MY FINNAIR PLUS POINTS ARE ABOUT TO EXPIRE AND I CAN' T USE THEM
DUE TO THE CORONAVIRUS SITUATION. WHAT CAN I DO?

We have extended the validity period of Finnair Plus points,
and they will expire earliest on 30 September, 2020. We will
update your account accordingly by 31 March, 2020.