

**CHANGES IN OUR TRAFFIC PLAN ON 1 JULY 2020 - 31 MARCH 2021, SEE INSTRUCTIONS IF YOU HAVE A BOOKING FOR 1 JULY ONWARDS**

18 May 2020

As travel restrictions are being removed in different countries, air travel starts to recover gradually. We will gradually add frequencies and routes back to our network from July onwards. We intend to operate approximately 30% of our normal amount of flights in July, and we will add routes and frequencies month by month as demand recovers, taking into account the changes in travel restrictions in different countries.

This means that we cancel flights from our previously published traffic plan for 1 July 2020 - 31 March 2021. Some routes will be temporarily cancelled until the end of March 2021.

We are extremely sorry about the harm and uncertainty this situation causes you.

**HOW DO I KNOW IF MY FLIGHT IS CANCELLED?**

You'll see the list of routes that are entirely cancelled on 1 July 2020 - 31 March 2021 [here](#).

We cancel several flights to other destinations as well as of 1 July. We'll cancel the flights from our systems gradually by 30 June 2020. If your flight is cancelled, we'll contact you personally via SMS and/or email. Please go to [Manage booking](#) and check that we have your current contact information.

We contact you as follows, if your flight is cancelled:

- Flights cancelled in July: we contact you by 31 May
- Flights cancelled in August: we contact you by 7 June
- Flights cancelled in September: we contact you by 14 June
- Flights cancelled on 1 October 2020 - 31 March 2021: we contact you by 30 June

In case you bought your ticket through a tour operator, they will contact you directly about any possible changes to your journey.

## **IF YOUR FLIGHT ON/AFTER 1 JULY IS CANCELLED**

When your flight is on the list of cancelled routes or you have received a message of a flight cancellation, these are your options:

- You can change your travel dates until 31 May 2021 without a change fee via [Manage booking](#). If you can't make the change yourself online, our [customer service](#) will assist you. You can change your travel dates if
  - You made your booking via Finnair channels.
  - You have a Finnair operated and marketed flight.
  - There are available seats on your chosen new flight. It is good to know that if there is no availability in your original fare class for your new flight, you need to pay the fare difference between your original and new flight tickets.
  - You make the change before the departure of your original flight. 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.

- We do our best to re-route you to your destination with other Finnair flights. Please note that the availability of alternative flights is limited at the moment. We'll send you your possible new flight information via SMS and/or email, and you can check it and other possible flight options also at [Manage booking](#).
- You can cancel your booking in [Manage booking](#) and then apply for a refund for the unused part of your flight ticket by filling in [this online form](#). If you can't cancel your booking in Manage booking, our [customer service](#) helps you with cancelling the booking and applying for a refund.
  - When any of the flights in your booking (for example only the return flight) has been cancelled, you can apply for a refund for all the unused flights on the same ticket.
  - You can also choose a Finnair gift card as a refund option, when you have paid your ticket fully with money, meaning through online banking or credit card. We, unfortunately, have delays in the refund processing because of high refund application volumes. Our average handling time is

approximately 8-12 weeks. If you choose a Finnair gift card as a refund option, the average handling time is approximately 4 weeks.

- If you purchased a travel extra and change your travel date, we will move the travel extra to your new flight if possible, otherwise, you can [apply for a refund online](#) for an undelivered service. Also, if your flight is cancelled, you can apply for a refund for any travel extras you had purchased and didn't receive.

## **CHANGES TO BOOKINGS FOR FLIGHTS TO BE OPERATED AFTER 1 JULY**

- If we haven't cancelled your flight but you wish to cancel your reservation, refund will be according to the ticket rule.
- For bookings made latest on 30 June 2020, you can change your travel dates through [Manage booking](#) or our [customer service](#) without a change fee and travel within your ticket validity, if
  - You made your booking via Finnair channels.
  - You have a Finnair operated and marketed flight.

- There are available seats on your chosen new flight.  
It is good to know that if there is no availability in your original fare class for your new flight, you need to pay the fare difference between your original and new flight tickets.
- You make the change 7 days before the departure of your original flight. You need to select new dates for your travel when making the change. If you change your travel dates closer to your flight, the change conditions follow your original ticket rules.
- 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.
- Did you change your travel dates already once and would like to change them again? You can do it through [Manage booking](#) and travel within your ticket validity when the above listed requirements are fulfilled. If you were unable to make the change online, please contact our [customer service](#).

## **CONTACTING OUR CUSTOMER SERVICE**

If you booked your ticket through a travel agency, please contact them to make changes to your reservation or to apply for a refund. If you booked your ticket through Finnair, our [customer service](#) is working hard to help you in this extremely exceptional situation. We are at your service also via chat, on Twitter @FinnairHelps and on our [Facebook pages](#). We are sorry that our customer service is congested.

Didn't find an answer to your question? Check also our QA [here](#).

You can see your passenger rights [here](#).