

## **DELAYS IN REFUND HANDLING**

1 April 2020, last updated 17 June 2020

We currently have delays in the refund handling due to a high volume of coronavirus related refund applications. We are very sorry for the inconvenience this may cause you and are working hard to shorten the handling time.

Our average handling time is approximately 8 weeks. Some requests may unfortunately take some more time to be handled. We'll inform you via email after your refund application is processed. Please send your request only once, as duplicates will further delay handling the applications.

When you apply for a refund for your unused flight ticket due to the coronavirus situation, you can choose to have your money back to your bank account or credit card or a Finnair gift voucher. We send you the gift voucher within 4 weeks.

Read more about refunds [here](#).