

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, updated 14 August 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. Up-to-date travel periods can be checked on the booking engine and on the [Destinations pages](#). We'll cancel the flights from our systems gradually by 30 June 2020. Due to changes in travel restrictions in different countries, further cancellations are possible.

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.

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 in the same cabin class.

- You make the change before the departure of your original flight. You need to select new dates for your travel when making the change.
- 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. If we have cancelled all the flights in your booking, you can apply for a refund without cancelling the booking.
 - 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 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, the refund will be according to the ticket rule.
- For bookings made latest on 31 August 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.
- 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 or a tour operator, 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](#).

ENTRY REQUIREMENTS TO BELGIUM

31 July 2020, updated 5 August 2020

Belgium has introduced requirements for customers arriving in the country as of 1 August 2020.

- You are required to complete an online Passenger Locator Form (PLF) prior to travel.
- The form can be completed earliest 48 hours before your journey to Belgium [here](#).
- After filling the form, you will receive a health QR-code. You need to show this QR-code (paper print or mobile screenshot) to the airline representative at the time of boarding and to the authorities at the airport when entering Belgium.

Check your options from TRAVEL RESTRICTIONS' EFFECTS ON TRAVELLING article on this same page, if your travel plans change due to the travel restrictions.

Please note:

Entry restrictions might be subject to change on short notice. All customers are responsible for ensuring that they are allowed entry into the country they are travelling from, to or are in transit through.

Latest entry restrictions can be found via [the IATA website](#) and appropriate consulate or embassy.

ENTRY REQUIREMENTS TO CHINA

17 July 2020, updated 5 August 2020

The Chinese authorities have introduced new requirements for customers arriving in China.

- Foreign visitors must hold a visa that has been issued after 28 March 2020. Please go to [IATA website](#) for more information and exceptions.
- All customers are required to complete Passenger Locator Form (PLF) prior to travel and show proof of having completed the form to the airline before boarding and to the authorities on arrival (a print/screenshot of the QR-code received upon completion of the electronic form). The electronic declaration can be made via the following channels: WeChat, downloadable Mobile App or at <http://health.customsapp.com/home/pages/index/index.html>.
- In addition to the Passenger Locator Form mentioned above, Chinese nationals who have visited one of the following countries: Australia, Austria, Belgium, Brazil, Canada, Czech Republic, Denmark, France, Germany, Iran, Ireland, Israel, Italy, Malaysia, Netherlands, Norway, Philippines, Portugal, South Korea, Spain, Sweden, Switzerland, Thailand, Turkey, the UK or USA are required to download a health monitoring App and record their health condition via the App for 14 days prior to travel and show the airline and authorities the QR-code for their approval to return to China (green light to return to China).
- Temperature scanning will be performed at the departure gate in Helsinki for all customers. Those not fulfilling the health requirements set by the Chinese health authorities and those showing symptoms of COVID-19 will be denied boarding.
- Random temperature scanning is also performed during the flight.
- All customers must wear facial masks during the whole flight and should not remove their masks unless necessary, e.g., during meals.
- All customers will be tested for COVID-19 on arrival and will be quarantined for 14 days in designated places.

Check your options from TRAVEL RESTRICTIONS' EFFECTS ON TRAVELLING article on this same page, if your travel plans change due to the travel restrictions.

Please note:

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Latest entry restrictions can be found via [the IATA website](#) and appropriate consulate or embassy.

ENTRY REQUIREMENTS TO DENMARK

10 July 2020, last updated 14 July 2020

The Danish authorities have introduced new requirements for customers arriving in Denmark.

- If travelling as a tourist, you are required to stay in Denmark for a minimum of 6 nights and hold proof of confirmed accommodation. This documentation needs to be shown at the departure gate and upon arrival in Denmark. If you will stay at a relatives or friends place, you need to be able to provide the authorities the address and the contact details of your host.
- Passengers visiting spouses, family members, relatives, boyfriends, girlfriends residing in Denmark and who will stay at that person's home, are exempt from the requirement to stay 6 nights. They must show a proof of the relationship to the Danish Border Police on arrival (e.g. marriage certificate, birth certificate, email from boyfriend/girlfriend stating they have been in a relationship for more than 3 months and sign a legal affidavit on arrival confirming the relationship.) False declaration can lead to fines. Passenger must also hold a return or onward ticket to be allowed to enter.
- If you are transiting via Denmark to a third country, you need to have a confirmed flight, train or bus ticket departing from Copenhagen airport, entering Copenhagen city is not allowed. If you have parked your car at Copenhagen airport and will be driving to a neighbouring country, you may need to show proof to the Danish authorities of having parked your car at the airport.

For more information, we recommend you visit [IATA's website](#) and the [Danish Police webpage](#).

Check your options from TRAVEL RESTRICTIONS' EFFECTS ON TRAVELLING article on this same page, if your travel plans change due to the travel restrictions.

Please note:

Entry restrictions might be subject to change on short notice. All customers are responsible for ensuring that they are allowed entry into the country they are travelling from, to or are in transit through.

Latest entry restrictions can be found via [the IATA website](#) and appropriate consulate or embassy.

ENTRY REQUIREMENTS TO GREECE

10 July 2020, updated 5 August 2020

Greece has introduced requirements for customers arriving in the country.

- You are required to complete an online Passenger Locator Form (PLF) prior to travel

- The form must be completed latest 24 hours prior to travel in order to obtain a QR-code, which shall be presented to the airline at the time of boarding and to the authorities upon arrival in Greece
- You will find the form via [this page](#) (works only in Chrome)
- You must provide detailed information on your point of departure, the duration of previous stays in other countries and your address/hotel name in Greece, passport/ID-card details, email address and flight information
- Providing false information may result in a fine being imposed on the passenger
- Arriving in Greece without having submitted an online Passenger Locator Form (PLF) in advance will result in the passenger being fined and denied entry
- A confirmation email will be sent upon submission of the online form
- You will receive the QR-code via email one day before your scheduled flight arrival in Greece
- You are required to wear a face mask at the airport terminals in Greece

Check your options from TRAVEL RESTRICTIONS' EFFECTS ON TRAVELLING article on this same page, if your travel plans change due to the travel restrictions.

Please note:

Entry restrictions might be subject to change on short notice. All customers are responsible for ensuring that they are allowed entry into the country they are travelling from, to or are in transit through.

Latest entry restrictions can be found via [the IATA website](#) and appropriate consulate or embassy.

ENTRY REQUIREMENTS TO HONG KONG

26 June 2020, updated 14 August 2020

The Hong Kong authorities have introduced requirements for customers arriving in Hong Kong.

- You are required to fill out Passenger Locator (PLF) and quarantine forms. The Hong Kong health authorities recommend that you do this electronically earliest 48h prior to arrival via [this link](#).
- Also, you will be tested for COVID-19 upon arrival.
- There are restrictions in place for foreigners arriving in Hong Kong, for example EU-nationals are not allowed entry currently, unless holding residence permits. For more information, we recommend you to visit [IATA's website](#).
- Customers who have been in Bangladesh, India, Indonesia, Nepal, Pakistan, Philippines, South Africa, Kazakhstan or in the USA in the past 14 days must have a medical certificate with a negative Coronavirus (COVID-19) test result that has been issued maximum 72 hours before flight departure. The certificate must be in Chinese or English

and bear the name of the customer and his/her identity card or passport number. Customers will also need to provide a confirmation of a room reservation in Hong Kong for at least 14 days starting on the day of arrival. These documents need to be shown to the airline agent before being accepted on the flight and to the authorities on arrival.

Transferring via Hong Kong to other international destinations is allowed, *provided*;

- your flight to Hong Kong and your connecting flight from Hong Kong, are included in the same ticket (separate tickets are not allowed).
- you have boarding passes to all flights printed at the check in counter of your departure airport, and your baggage is checked through until the final destination.
- you are eligible to enter at your destination country (the country's COVID-19 restrictions and travel document requirements are fulfilled).
- you do not have an onward flight to mainland China (connecting flights to mainland China are currently only allowed for passengers holding Diplomatic passports).
- Transferring via Hong Kong from mainland China to other countries is allowed between 15 August to 15 October, if other requirements mentioned above are fulfilled.

Check your options from TRAVEL RESTRICTIONS' EFFECTS ON TRAVELLING article on this same page, if your travel plans change due to the travel restrictions.

Please note:

Entry restrictions might be subject to change on short notice. All customers are responsible for ensuring that they are allowed entry into the country they are travelling from, to or are in transit through.

Latest entry restrictions can be found via [the IATA website](#) and appropriate consulate or embassy.

ENTRY REQUIREMENTS TO JAPAN

26 June 2020

The Japanese authorities have introduced new requirements for customers arriving in the country as of 19 March 2020.

- For example, as an EU national, including children and spouses of Japanese nationals, you are required to obtain a visa prior to travel to Japan, unless you hold a permanent resident card or are a long-term resident with a re-entry permit. Visas issued before 20 March 2020 are no longer valid.
- Upon arrival in Japan, you will be tested for COVID-19 and will be held in a designated area, at your own expense, until the test result is received. This is normally a one-night stay.
- In addition, you will be requested to stay at a location designated by the Quarantine Station Chief for 14 days, again at your own expense, and to refrain from using public transportation. Japanese nationals and residents may self-quarantine at home.

Check your options from TRAVEL RESTRICTIONS' EFFECTS ON TRAVELLING article on this same page, if your travel plans change due to the travel restrictions.

Please note:

Entry restrictions might be subject to change on short notice. All customers are responsible for ensuring that they are allowed entry into the country they are travelling from, to or are in transit through.

Latest entry restrictions can be found via [the IATA website](#) and appropriate consulate or embassy.

ENTRY REQUIREMENTS TO SINGAPORE

29 July 2020, updated 5 August 2020

Singapore has introduced requirements for customers arriving in the country.

- All customers, including Singapore citizens are required to complete [an arrival and Passenger Locator Form \(PLF\)](#) online prior to arrival
- You can provide the information earliest 36 hours before your journey
- Temperature screening will be performed for all customers at the departure gate in Helsinki. Those not fulfilling the health requirements set by the destination health authorities and those showing symptoms of COVID-19 will be denied boarding
- It is mandatory by the destination authorities for all passenger over 2 years of age to wear a mask during the flight and masks should not be removed unless necessary, e.g. during meals
- All customers are required to serve a Stay-Home Notice (SHN) when entering Singapore
- Transferring via Singapore from Finnair flight AY131 to other destinations is not allowed

Entry to Singapore is only allowed for citizens and permanent residents of Singapore. For exceptions and more information please go to the [IATA website](#).

Check your options from TRAVEL RESTRICTIONS' EFFECTS ON TRAVELLING article on this same page, if your travel plans change due to the travel restrictions.

Please note:

Entry restrictions might be subject to change on short notice. All customers are responsible for ensuring that they are allowed entry into the country they are travelling from, to or are in transit through.

Latest entry restrictions can be found via [the IATA website](#) and appropriate consulate or embassy.

ENTRY REQUIREMENTS TO SPAIN

15 July 2020, updated 5 August 2020

Spain has introduced new requirements for customers arriving in the country. This applies to all persons travelling to Spain from other countries, including Spanish nationals. A completed health control form must be presented to the authorities upon arrival.

- You are required to complete an online Passenger Locator Form (PLF) prior to travel.
- [The form](#) can be completed earliest 48 hours before arrival to Spain online or by downloading the SpTH App from [Google play](#) or [iOS App Store](#).
- Each form is personal and non-transferable, and it is associated with a single trip.
- When you have signed the form on the web or in the app, you will receive a health QR Code. You need to show this QR-code (paper-print or mobile screenshot) to the airline representative at the time of boarding and to the authorities at the airport when entering Spain.

Check your options from TRAVEL RESTRICTIONS' EFFECTS ON TRAVELLING article on this same page, if your travel plans change due to the travel restrictions.

Please note:

Entry restrictions might be subject to change on short notice. All customers are responsible for ensuring that they are allowed entry into the country they are travelling from, to or are in transit through.

Latest entry restrictions can be found via [the IATA website](#) and appropriate consulate or embassy.

ENTRY REQUIREMENTS TO SOUTH KOREA

26 June 2020, updated 4 August 2020

South Korea has introduced new requirements for customers arriving in the country as of 3 June 2020.

- Several foreign travelers previously visa exempt now need to obtain a visa to enter the country (excluding APEC Business Travel Card holders)
- Foreign residents of Korea will need a re-entry permit and a medical certificate issued earliest 48 hours prior to travel, indicating that they do not have COVID-19 symptoms (a COVID-19 negative laboratory test result is not required prior to travel). This medical certificate requirement only applies to residents who have left South Korea after 1 June 2020.

- Temperature screening will be performed at the departure gate in Helsinki for passengers travelling to Korea. Those not fulfilling the health requirements set by the Korean health authorities and those showing symptoms of COVID-19 will be denied boarding.
- On arrival, you will be tested for fever and respiratory symptom at the entry health screening as well as for COVID-19, and you must stay at a designated quarantine facility for 1 or 2 days until a test result is obtained.
- In addition, you need to stay at a designated quarantine facility for 14 days at your own expense.
- All arriving passengers are required to download a Self-Diagnosis Mobile App.

You can go to [IATA website](#) for more information about current travel restrictions and requirements in different countries before you leave.

Check your options from TRAVEL RESTRICTIONS' EFFECTS ON TRAVELLING article on this same page, if your travel plans change due to the travel restrictions.

Please note:

Entry restrictions might be subject to change on short notice. All customers are responsible for ensuring that they are allowed entry into the country they are travelling from, to or are in transit through.

Latest entry restrictions can be found via [the IATA website](#) and appropriate consulate or embassy.

ENTRY REQUIREMENTS TO UK

7 July 2020, updated 5 August 2020

The UK has introduced new requirements for customers arriving in the country.

- You are required to complete an online Passenger Locator Form (PLF) before you arrive in the country via [this page](#). You can provide the information earliest 48 hours before your journey.
- Please take with you a print or a screenshot of the completed form, as you will be required to show one to the authorities upon arrival. Please note also that if you have during the last 14 days, visited one of the countries that are on the UK quarantine requirement list, you are required to self-isolate for 14 days when you arrive in the UK.

For more information, you can check the government's official webpage for [entering the country](#) and [public health measures for all UK arrivals](#).

The UK authorities will update information about the travel restrictions every three weeks, for this reason, we recommend that you follow the situation carefully and check the current requirements before your journey.

Please note:

Entry restrictions might be subject to change on short notice. All customers are responsible for ensuring that they are allowed entry into the country they are travelling from, to or are in transit through.

Latest entry restrictions can be found via the [IATA website](#) and appropriate consulate or embassy.