

# EXCEPTIONS - Commercial flexibility for passengers with non-affected flights (except Brazil)

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<i>Description:</i>	Commercial flexibility for passengers with <b>NON cancelled/rescheduled flights</b> in all markets ( <b>except BR</b> ).
<i>Customers traveling:</i>	<ol style="list-style-type: none"><li>1. On flights from March 01, 2020 onwards with tickets issued until May 19, 2020.</li><li>2. On flights from May 20, 2020 onwards with <b>tickets issued between May 20, 2020 and July 31, 2020.</b></li><li>3. On flights from August 01, 2020 onwards with tickets issued</li></ol>

*between August 01 and **August 30, 2020.***

4. On non-cancelled or rescheduled flights from August 31, 2020 onwards,  
with reservations issued **between August 31 and September 30, 2020.**

*For exceptions for passengers with canceled/rescheduled flights in all  
markets, click [here](#).*

Customers may *chose* **ONE** of the following **ONE-TIME** options:

**Change of date, flight or rerouting**

**1. Customers with tickets  
issued until May 19, 2020 for  
travel from March 01, 2020  
onwards:**

**WITHOUT PENALTY, subject to applicable fare differences and ticket validity.**

- Itineraries in combination with other airlines are subject to all applicable fare differences.

- The ticket *must be changed* **before departure of the original flight**; otherwise, it will be subject to the fare regulation.
- If a customer is not sure about the new date of travel but requests a change BEFORE the original travel date, the ticket *may be left* open for a future change subject to the conditions stated above. To these cases, agencies have to contact their Travel Agencies Support to add a standard note in the ticket: **VID21JUL20** to process the change later to the conditions established.

**2. Customers with tickets issued between May 20, 2020 and July 31, 2020 for travel from May 20, 2020 onwards:**

WITHOUT PENALTY, **subject to availability in the same cabin** (without fare differences) and ticket validity.

*Consider the following:*

- Itineraries in combination with other airlines are subject to all applicable

fare differences.

- The ticket *must be changed* **before departure of the original flight**; otherwise, it will be subject to the fare regulation.
- If a customer is not sure about the new date of travel but requests a change BEFORE the original travel date, the ticket *may be left* open for a future change subject to the conditions stated above. To these cases, agencies have to contact their Travel Agencies Support to add a standard note in the ticket: **COV21JUL20** to process the change later to the conditions established.

**3. Customers with tickets issued between August 01 and August 30, 2020 for travel from August 01, 2020 onwards:**

a. **Customers with original travel date (outbound and return) until November 30, 2020 may change the trip WITHOUT PENALTY and within ticket validity for travel subject to availability in the same cabin (without fare differences), except in the following periods:**

**December 2020 through February 2021,  
June 2021 through December 2021.**

Customers wishing to fly during the exception months mentioned will be able to change their flight **WITHOUT PENALTY but subject to applicable fare differences** and ticket validity.

Itineraries in combination with other airlines are subject to all applicable fare differences.

*b.* Customers with original travel date (outbound or return) from December 01 onwards may change the ticket WITHOUT PENALTY within its validity period, **subject to applicable fare differences**. *E.g.: Outbound 23 Nov 2020 and return 05 Dec 2020.*

In both cases, tickets *must be changed* **before departure of the original flight**; otherwise, it will be subject to the fare regulation.

**Passengers with tickets  
purchased between August 31  
and September 30, 2020 for  
travel from August 31,**

*a.* Passengers with original (round-trip) travel until November 30, 2020 may postpone their trip **WITHOUT PENALTIES**, subject to availability of the same

onwards:

cabin (no fare differences) and ticket validity to travel:

Between August and November 2020 or

Between March and May 2021..

If the passenger chooses to make other date changes or their itinerary includes flights of other companies, the change will be allowed *WITHOUT* PENALTIES, and within the validity of the ticket,

*but* subject to the applicable fare differences.

*b.* Passengers with original travel (outward or return) from December 1, 2020, can make the change *WITHOUT* PENALTIES and within the validity period of the ticket, subject to applicable fare differences. Ex: *Departure on November 23, 2020 and return on December 5, 2020.*

In both cases, the change must be made before the departure of the original *flight*, otherwise it applies to all fare rules".

*Change of origin/destination*

Customers traveling according to paragraphs 1, 2, 3 and 4:

Without penalty, subject to fare differences and ticket validity.

**When reissuing, consider  
(in all cases)**

In Endorsements insert:

**FLEXCOV19**

OSI in reservation:

**CHG WVED DUE TO FLEX COVID19**

*Refund*

Customers traveling according to paragraphs 1, 2, 3 and 4:

Subject to *fare* regulation according to processes and conditions established for each country.

*Other considerations:*

- **Ticket validity:** For fully unused tickets up to 12 months from the commencement of the original trip and for partially used tickets subject to the maximum stay allowed by the fare. However, for tickets with original trip commencement date between March 01, 2020 and December 31, 2020, tickets *may be changed* until December 31, 2021, according to system availability.
- Flexibilities include customers who decide not to travel or *are affected* by border restrictions/emergency situations for traveling to certain countries. Check details on *entry restrictions by country* published by Passenger Services. This information is posted as reference only. Customers must be advised to check current restrictions with the relevant embassy/consulate.
- Customers at destination (trip already commenced) who, due to the operation reduction, are not eligible for protection to comply with the maximum stay allowed by the fare, may reschedule their flight up to 12 months from trip commencement (according to the conditions mentioned), even if the change exceeds the maximum stay allowed by the fare.



- Consider that all date changes that imply a change in the “type of passenger” (e.g. INF to CHD) will also imply the charging of applicable fare differences.
- The change *Without* penalty, subject to cabin availability in the same cabin (without fare differences) and ticket validity must be made as an involuntary reissue.
- Cancellations for No-Show on flights departing from Europe *are prohibited*. If a customer advises up to 24 hours after flight departure, the ticket may be changed subject to cabin availability (without fare difference fees, provided the origin/destination are maintained). If the customer advises later than 24 hours, travel *will be permitted* without penalty but subject to fare differences.

**Important:**

- Changes of date/flight/rerouting apply maintaining the same origin/destination.
- Change of origin/destination means flying to/from a city different than the one printed on the original flight coupon.
- Ancillaries associated to the ticket are subject to changes and/or refund depending on the action taken with the ticket.

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