

## 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 1 September 2020

The coronavirus situation still affects air travel significantly, and many countries have set travel restrictions. We have adjusted our traffic plan accordingly and will cancel flights from the previously in our booking engine published traffic plan from 1 July 2020 to 31 March 2021. Some routes will be temporarily cancelled until the end of March 2021.

We are closely following the demand and changes in travel restrictions in different countries and will adjust our traffic plan accordingly. This means that further cancellations are possible. As travel restrictions are being removed and air travel starts to recover, we will gradually add frequencies and routes back to our network.

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 entirely cancelled routes on 1 July 2020 - 31 March 2021 [here](#).

We fly less than originally planned also to other destinations as of 1 July. You can check up-to-date travel periods on our [booking engine](#). Travel restrictions may result in further cancellations, and we are cancelling flights from our systems gradually as decisions of operations are made.

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 entirely cancelled routes or you have received a message of a flight cancellation, these are your options:

- You can change your travel dates until 30 September 2021 without a change fee via [Manage booking](#). Please note that you can choose dates which are less than 362 days in the future at the time of making the change. 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 in the same cabin class on the new flight you have chosen.

- 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 currently limited. We'll send you your new flight information via SMS and/or email, and you can check it and other possible flight options also via [Manage booking](#).
- You can cancel your booking via [Manage booking](#) and then apply for a refund for the unused part of your flight ticket by filling in [this online form](#). If you are unable to cancel your booking via Manage booking, our customer service can assist you. 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 (through online banking or credit card). Unfortunately, due to high volumes of refund applications, our refund handling is delayed. 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](#) (undelivered service). Also, if your flight is cancelled, you can apply for a refund for any travel extras you had purchased and did not 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 December 2020, you can change your travel dates via [Manage booking](#) or our customer service without a change fee and travel within your ticket validity. Check more detailed conditions and instructions for making changes [here](#).

## **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 may be congested.

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

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