

CHANGES IN OUR TRAFFIC PLAN ON 01 APRIL – 30 OCTOBER 2021

Due to the coronavirus pandemic and related travel restrictions, we are revising our traffic plan regularly.

12.01.2021

We follow the demand and changes in travel restrictions closely and will adjust our traffic plan accordingly, adding or cancelling flights as needed. We adjust our traffic plan for 1 April – 30 October from January onwards.

You can check available destinations and flights on our [booking engine](#).

HOW DO I KNOW IF MY FLIGHT IS CANCELLED?

If your flight is cancelled, we will contact you personally via SMS and/or email. Please go to [Manage booking](#) and check that we have your current contact information.

YOUR OPTIONS IF YOUR FLIGHT IS CANCELLED

If you have received a message of a flight cancellation, these are your options:

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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. We will 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](#).

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You can change your travel dates without a change fee maximum 360 days onwards from the day you are making the change. You can do this via [Manage booking](#), or if you cannot make the change yourself online, our customer service will assist you. You can change your travel dates if:

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You made your booking via Finnair channels.

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You have a Finnair operated and marketed flight.

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There are available seats in the same cabin class on the new flight you have chosen.

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You make the change before the departure of your original flight. You need to select new dates for your travel when making the change.

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Please note that if you want to make further changes after the first change the [Book with confidence policy](#) applies.

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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.

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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.

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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.

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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](#) will do everything to help you in this 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? Please also check our [QA here](#).

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