

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.

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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:

- - 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](#).