

FLIGHT CANCELLATIONS TO ASIA AND RUSSIA

HOTSPOT

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We join many other European airlines and suspend our flights in Russian airspace. We will cancel our flights to **Seoul, Osaka, Tokyo and Shanghai in Asia on 27 February - 6 March 2022** and to **Moscow and St. Petersburg in Russia until 28th May 2022**.

We will update new information regarding our flights to Asia 7 March onwards and possible further changes to our customer policy as of 14 March later on.

We continue flying from Helsinki to Bangkok, Phuket, Singapore and Delhi and from Stockholm Arlanda to Bangkok and Phuket. We will avoid using the Russian airspace which lengthens the travel time approximately one hour.

Safety is always our first priority. We are following the situation closely and will update any new information on Easy.

In case of a cancellation, we will contact customers personally via SMS and/or e-mail and PNRs will also be updated. Please make sure that customers' contact information on bookings are up to date.

Customer can choose from the following options, if flight is cancelled:

- Finnair will offer re-routing if it is available and suggested alternative is added to booking. Please note availability of alternative flights is currently very limited.
- In case no suitable alternative is found, customer is entitled for full refund of unused ticket coupons and ancillaries.

Tickets can be refunded directly via GDS.

SSR INVOL CNL DUE TO RUS POLI-REFUND ONLY added by Finnair to bookings automatically authorizes refund and no additional waiver code is needed. If that is not possible, please issue a refund application via BSPlink for Finnair. For agents on US

market/ARC: refund can be applied via [Refund Web-form on Finnair internet site](#). Please mention in additional information box: ARC Agent. Refunds of ancillary services on EMDs will be processed via BSPlink refund application.

Changes to bookings to Japan, South Korea, China or Russia:

- [Book with confidence policy, which we already have in place due to Covid-19](#), applies for changes.
- For flights to/from Japan, South Korea and China; exceptional cancellation policy valid for 27.2.-13.3.2022 departures - full refund for unused flight coupons. Even if flight is not cancelled, customer is entitled for full refund. OS AY RFND DUE FLTS SUSP IN RUS AIRSPACE must be added to booking and refund can be done directly via GDS (no additional waiver code is needed).
- For flights to/from Russia: exceptional cancellation policy valid until further notice (regardless of travel period) - full refund for unused flight coupons. Even if flight is not cancelled, customer is entitled for full refund. OS AY RFND DUE FLTS SUSP IN RUS AIRSPACE must be added to booking and refund can be done directly via GDS (no additional waiver code is needed).

Travelling to Singapore, Thailand or India:

- [Book with confidence policy, which we already have in place due to Covid-19](#), applies for changes.
- Cancellation - refund will be according to the original ticket rules.

Rebooking and refund policy for group bookings:

Free cancellations and changes for RU, JP, CN, KR routes until further notice. For non-ticketed bookings, no rebooking for other airlines. For all other routes free changes but refund is allowed only when flight is cancelled (even if only one flight in the itinerary has been cancelled).

[以下为网站智能自动翻译，仅供参考，请按英文原版为准](#)

飞往亚洲和俄罗斯的航班取消

热点

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我们加入了許多其他欧洲航空公司，并暂停了我们在俄罗斯领空的航班。我们将于 **2022 年 2 月 27 日至 3 月 6 日** 取消飞往亚洲首尔、大阪、东京和上海的航班，并取消飞往**俄罗斯莫斯科和圣彼得堡**的航班，直至 **2022 年 5 月 28 日**。

我们将在 3 月 7 日之后更新有关我们飞往亚洲的航班的新信息，并在 3 月 14 日之后对我们的客户政策进行可能的进一步更改。

我们继续从赫尔辛基飞往曼谷、普吉岛、新加坡和德里，从斯德哥尔摩阿兰达飞往曼谷和普吉岛。我们将避免使用延长旅行时间约一小时的俄罗斯领空。

安全始终是我们的首要任务。我们正在密切关注情况，并将更新有关 **Easy** 的任何新信息。

如果取消，我们将通过短信和/或电子邮件亲自联系客户，并且 **PNR** 也将更新。请确保客户在预订时的联系信息是最新的。**如果航班被取消**

，客户可以从以下选项中进行选择：

- 芬兰航空将提供重新航线（如果可用并且建议的替代方案已添加到预订中）。请注意，目前可供选择的航班非常有限。
- 如果没有找到合适的替代品，客户有权全额退还未使用的票券和附属品。

门票可通过 **GDS** 直接退票。

SSR INVOL CNL DUE TO RUS POLI-REFUND 仅由芬兰航空添加到

预订中，自动授权退款，无需额外的豁免代码。如果无法做到这一点，请通过 **BSPlink for Finnair** 发出退款申请。对于美国市场/ARC 的代理商：可以通过以下方式申请退款 [芬兰航空网站上的退款网络表格](#)。请在附加信息框中提及：**ARC** 代理。

EMD 辅助服务的退款将通过 **BSPlink** 退款申请处理。

日本、韩国、中国或俄罗斯的预订变更：

- [由于 Covid-19，我们已经制定了放心预订政策](#)，申请变更。
- 往返日本、韩国和中国的航班；例外取消政策适用于 **27.2.-13.3.2022** 出发 - 未使用的乘机联全额退款。即使航班没有取消，客户也有权获得全额退款。**OS AY RFND DUE FLTS SUSP IN RUS AIRSPACE** 必须添加到预订中，并且可以直接通过 **GDS** 进行退款（无需额外的豁免代码）。
- 对于往返俄罗斯的航班：特殊取消政策在另行通知之前有效（无论旅行时间长短）- 未使用的航班优惠券全额退款。即使航班没有取消，客户也有权获得全额退款。**OS AY RFND DUE FLTS SUSP IN RUS AIRSPACE** 必须添加到预订中，并且可以直接通过 **GDS** 进行退款（无需额外的豁免代码）。

前往新加坡、泰国或印度：

- [由于 Covid-19，我们已经制定了放心预订政策](#)，申请变更。
- 取消 - 退款将根据原始机票规则。

团体预订的重新预订和退款政策：

RU、JP、CN、KR 航线免费取消和更改，直至另行通知。对于非出票预订，不得为其他航空公司重新预订。对于所有其他航线，免费更改，但只有在航班取消时才允许退款（即使行程中只有一个航班被取消）。