Creating/accepting an Exchange Travel Credit (recap)

1 - Login into your original booking online via your Aviate account.

2 - Of the disrupted booking(s), make note of the:
   - original PNR
   - live e-ticket number(s)
   - passenger name(s) and DOB(s)*
   - ticketing airline*

3 - Use the 'Disruption Cancellation' button in the 'Display Booking' screen within the booking. This function will remove the original sectors in the booking but keep open the e-ticket for when you come to redeem your ETC.

> ** These details must be the same when you come to redeem your ETC*

Redeeming an Exchange Travel Credit – from 23 April 2020

With the original booking details at hand from the bullet points above, the user can begin redeeming your ETC by creating a disruption booking in line with the airline policy's date and destination requirements, ensuring passenger names and DOB are consistent from the original booking to the new booking.

1 - Login to your acount at aviateworld.com

2 - Create a new booking in the normal way (as per and within restrictions on each airline's policy). There is no need to now enter C19 and the original PNR into the reference field.

3 - With your correct itinerary chosen and passenger information added correctly, click the 'Disruption Booking' button next to 'Pay & Ticket'.

4 - A pop-up box will appear requesting the ticket numbers to be added to each passenger.

The system requires the full 13 digit ticket number without the hyphen '-'.

Ensure that the correct ticket number is added to the relevant passenger as the system is validating each ticket number against the attached passengers in the GDS.

Once the ticket numbers are added to the attached passengers click 'Book – no deposit' on the pop-up box.

5 - The disruption booking has now been created with the tickets of the original PNR attached to the passengers.

As airline policies can change at any given time, we strongly recommend that you request ticket issue on your new booking as soon as created, but, of course in any case, prior to the new bookings' Ticketing Time Limit.

6 - When ready to ticket, use the 'Request Price & Ticket' button on the 'display booking' screen

We will then confirm the price, organise ticketing of the new booking and if required collect any additional fare/tax requiring to be paid at the time

A message will be permanently visible on every disruption booking stating:

'This is a Covid-19 Disruption Booking that is linked to previous tickets for these passengers affected by the disruption'