



Dear Agent,

FLEXIBILITY TO RESERVATION CHANGES FOR FLIGHTS BOOKED BEFORE 30 APRIL

9 March 2020

Due to the current outbreak of coronavirus, we want to offer you flexibility for making reservation changes and have updated our ticket change policy. This means you can now make also new bookings during March and April with peace of mind.

You can change your travel date flexibly without a change fee and travel until 30 November, 2020, if

- You made your booking latest on 30 April 2020.
- Your original travel date is latest on 30 November 2020.
- You have a Finnair operated and marketed flight on Finnair ticket.
- There are available seats on your chosen new flight.
- You make the change by 30 November 2020.

Please note that the change in the ticket rules doesn't apply to Finnair Holidays, Aurinkomatkat (Suntours) and other tour operators' customers. In case you would like to cancel your booking, refund will be according to the ticket rule.

This is how you can change your travel date

- Go to Manage booking and select new available dates for your travel.
- You can also contact our customer service. We are sorry that our customer service is currently congested.
- If you have a group reservation, please contact your travel agency.

We are at your service also on Twitter @FinnairHelps, in our Facebook pages and via chat on finnair.com.

Finnair's online portal for travel agents www.finnair.com/easy

We are following the situation closely and will update any new information on this page. We are sorry for any inconvenience this situation causes you.



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