

March 11, 2020.

## WAIVER 10381 - DW FOR CORONAVIRUS

### VERSION 6.

#### **Subject:**

Considering the statement by the World Health Organization regarding the Public Health emergency of international interest caused by the Coronavirus, we hereby inform that Avianca Holdings has enabled commercial waivers: **For tickets issued to and from China and Italy and/or where Avianca Holdings operates except DOMCO, DOMPE, DOME.**

#### **Validity:**

- For tickets issued until **January 31, 2020** to and from **China**
- For tickets issued until **February 26, 2020** to and from **Italy**.
- **For tickets issued until March 04, 2020** to and from all cities where AVH operates except DOMCO, DOMPE, DOME, with travel dates **between March 1, 2020 and April 15, 2020.**

#### **Clarifications:**

- Applies for date or flight changes in the same fare class.
- The waiver may only be applied once.
- Itinerary changes may result in fare difference charges.
- Route changes to any destination operated by AVH are allowed without payment of penalty. The route change may result in fare difference charges.
- These measures do not apply to travelers who miss their connection because of their responsibility.
- Refund applies subject to the conditions of the fare.
- If the client decides not to travel and request a refund, the reservation must be cancelled entering an OSI "10381-DW".
- Please note that compensation does not apply for this situation.

#### **Applies to:**

- a. Group reservations with deposit, without issued tickets
- b. Group reservations with issued tickets
- c. Tickets with commercial, IT, Corporate or private fares
- d. EMD's purchased for an Ancillary
- e. For tickets redeemed with LifeMiles changes of itinerary or destination are allowed when the ticket is unused.
- f. For partially used tickets issued with LifeMiles **only itinerary changes are allowed.**
- g. Non-revenue tickets

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- h. Tickets issued with any AVH group plates for the full OD.
- i. Tickets issued jointly with a partner airline
- j. **For Amadeus Agencies:** You can self-manage the change adding the waiver "10381-DW" in an OSI or REMARK, the ticket number and the carrier on the booking for the following cases:
  - If the passenger shows travel continuity to and from DOMCO, DOMPE, DOMEK with a ticket connecting with international destinations in the same contract of carriage or in separate contracts of carriage, regardless of the date of continuity of the trip.
  - If the passenger shows travel continuity to and from China and to and from Italy in the same contract of carriage or in separate contracts of carriage, regardless of the date of continuity of the trip.
- k. Agencies that do not work with Amadeus must handle requests through Avianca's Call Center.
- l. For passengers who continue their travel via ground under Renfe on the same ticket, the condition is subject to fare conditions
- m. Changes for outbound or inbound segments apply as long as one of the segments falls within the waiver dates.

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## AMADEUS TICKET CHANGER - DYNAMIC WAIVER

**This tool is enabled to facilitate self-management by agencies to decongest queries through the Contact Center.**

### 1. What is a Dynamic Waiver?

A Dynamic Waiver is a tool to parameterize the types of waivers granted by Avianca so they may be applied automatically from AMADEUS, when making voluntary changes to a booking through ATC (Amadeus Ticket Changer).

### 2. Waivers using Dynamic Waiver

It was parameterized from the tool to be shown on ARD when making quotes for voluntary changes from ATC.

- Penalty waivers

### 3. Use of Dynamic Waiver from the booking system:

When quoting a voluntary change with ATC, the system will acknowledge if the PNR applies for a waiver. Below is an example when a PNR is waived

- **Original Itinerary**

```
1.Contenido/Dynamic waiver      AA/SU   3SEP20/1409Z TFAAQ2Q
2.AV8406 H 7NOV 3 CLOBOG HK1      0419   0520   *1Q/E*
RP/SALTA0985/SALTA0985
SALTA0985/35200M/3SEP20
```

- **New Itinerary: Date and service class change**

```
1.Contenido/Dynamic waiver      AA/SU   3SEP20/1409Z TFAAQ2Q
2.AV8406 H 8NOV 3 CLOBOG HK1      0419   0520   *1Q/E*
RP/SALTA0985/SALTA0985
SALTA0985/35200M/3SEP20
```

- **Quoting the change with ATC inputs (FXO, FXQ):** The system waives the penalty according to the provisions of the waiver.

```
)>FXQ
FXQ

01 CONTENIDO/DYNAMIC WAIVER
LAST TKT DTE 04SEP18 - 0807 -
BG CXR: AV/AV
PRICED WITH VALIDATING CARRIER TA - REPRICE IF DIFFERENT VC
-----
AL FLGT BK  DATE TIME  FARE BASIS      NVB NVA  BG
CLO
BOG H 8406 Y  08NOV  HEOORIQ          12NOV 1P
```

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OLD BASE FARE	USD	352.00		
NEW BASE FARE	USD	352.00		
FARE BALANCE	USD	0.00		
OLD TAX	USD	76.96		
NEW TAX	USD	76.96		
TAX BALANCE	USD	0.00		
TICKET DIFFERENCE	USD	0.00	USD	0.00
PENALTY			USD	0.00
TOTAL ADD COLL			USD	0.00
GRAND TOTAL			USD	0.00

- **Identifying automatic quoting within the PNR.**

When quoting through the ATC system, mark the PNR system with the waiver code, this places it in the Fare Endorsement (FE) element. If the ticket is reissued, the new ticket will be marked with the waiver. Below is an example in which the FE element of a PNR waived with Dynamic Waiver can be observed:

```

-----
8 FB PAX 0000000000 TTP/RT OK ETICKET WELL ISSUED/S3
9 FE PAX WAIVEAVWAIVERTEST - USD33.00 NONREF - /C1 FULLY
  REFUNDABLE/ NO CHANGE FEE FARE DIF MAY APPLY NO ENDORSE
  
```

```

TKT-2022465885256          RCI-                      1A LOC-TFAQ2Q
OD-CLOCLO SI-            FCPI-0   POI-SAL   DOI-03SEP18   IOI-80991046
  1.CONTENTIDO/DYNAMIC WAIVER ADT          S I
  1 OCLO AV8406   Y 08NOV0419 OK HEO00RIQ   O          12NOV 1PC
  2 OBOG AV8409   Q 12NOV0525 OK QEO00RIQ   O          12NOV12NOV 1PC
  CLO
FARE   R USD          352.00
TOTALTAX USD          0.00
TAXES   PD
TOTAL   USD          NO ADC
/FC CLO AV BOG Q18.00 172.00AV CLO Q18.00 144.00USD352.00END
FE WAIVEAVWAIVERTEST - USD33.00 NONREF - /C1 FULLY REFUNDABLE/ N
O CHANGEFEE FARE DIF MAY APPLY NO ENDORSE /C2 REFUND FEE APPL
FO 202-2465885255SAL03SEP18/80991046/202-2465885255
FP O/MS+/CASH
FOR TAX/FEE DETAILS USE TWD/TAX
  
```

#### 4. Important Considerations:

- Please note that all waivers using Dynamic Waivers are defined by Avianca and can be automatically handled through Amadeus Ticket Changer.
- In the case of hybrid agencies, waivers apply for all affected PNRs, however, automatization thereof applies only for PNRs created on AMADEUS. Waivers for bookings on other GDSs apply under the current procedure: by contacting the airline directly.
- Please validate the automatic waiver on Amadeus by applying the provisions of circular "10381" issued by Avianca.
- If the waiver is not applied automatically because it is not an AVH ticket, please see the **"Applies to", "j"** item, page 2.