

Ticket Handling Instructions on route between Vietnam and Europe due to Covid-19 Virus

1. Voluntary change/ cancellation:

a. Scope of application:

Passengers of all nationalities, with tickets issued before **30Jun2020** having confirmed seats on VN flights between **HAN/SGN** and **PAR/FRA/LON** and ticketed departure dates from **11Mar2020** to **30Jun2020**.

b. Handling instruction:

- Re-book/re-route fee and restrictions are waived if the following conditions are met:
 - + The first new unused flights must be on/before 31Dec20;
 - + Fare, tax/fee/charges and surcharge difference (if any) must be collected.
 - + Other fare rules of original tickets (such as flights application, blackout dates, maximum/minimum stay...) must be followed.
- Tickets must be exchanged as follows:
 - + “NVB/NVA” box: The new validity based on fare rule must be entered.
 - + “END/RES” box: this circular number “**148TTBSP. NON END...**” and the fare rule of the original ticket must be entered.
- Refund: fare rule is applied normally.

2. Cancelled VN Flights

a. Scope of application:

- Passengers holding tickets issued on/before 15Mar20 with confirmed seats on VN flights between **HAN/SGN** and **PAR/FRA/LON**, of which ticketed departure date is from **12Mar2020** to **30Jun2020**.
 - The first new unused international flights must be on/before **31DEC2020**.
 - Change/refund fee and restrictions are waived.

b. Re-book:

- Same booking class must be booked
- The reason of involuntary change to Remarks VCR e.g. “END/RES” box: “**INVOL DUE TO...**” must be updated.

c. Re-route

Handle tickets with following priority:

- To re-route new itinerary on VN operating flights or VN codeshare flights number 2000-2999 is most prioritized.
- If passengers do not agree to travel on VN flights, SPA/free-sale codeshare agreements can be used as follows:

- + Use SPA/free-sale codeshare agreement to use flights within Europe to connect with VN flights from/to PAR/FRA/LON/MOW.
- + Use SPA/free-sale codeshare agreement to use flights which can connect to VN flights to/from Asian airports.

- If above options are not applicable:

d. Refund Policy:

Refund applications are accepted via BSP link, subject to VN authorization.