March 15, 2020.

INFORMATION ABOUT NEW MEASURES IN COLOMBIA AND ECUADOR

COLOMBIA:

Taking into consideration the guidelines delivered by Colombian Government on March 15, regarding the international public health emergency constituted by COVID-19, **foreign passengers who do not reside in Colombia will not be allowed to enter the country,** therefore they will not be able to start their flight.

On the other hand, **Colombian citizen or Colombia's residents' passengers who have been in Europe or Asia in the last 14 days must take the preventive isolation measure for 14 days upon arrival to the country**. Therefore, we invite you to follow the protocols established and inform the authorities of the address of the hotel or accommodation where you will be carrying out the isolation process and please submit a report of any symptoms.

Connecting passengers must have special conditions of isolation at the airport while their flight departs.

We recommend also to **check the official websites of the immigration and health authorities** of the different countries you will be traveling for more information.

ECUADOR:

According to the guidelines of the **National Government of Ecuador** issued on March 14 regarding the exceptional COVID-19 situation, as of **March 16** only Ecuadorian nationals or residents may enter the country after completing the Traveler's Health Statement. Passengers who have visited Spain, France, Italy, South Korea, Iran, Germany, Denmark, Norway, the Netherlands, Sweden, Switzerland, the United States (Massachusetts, California, New York and Washington states) and the Chinese provinces of Hubei and Guangdong, must be checked and submit to mandatory isolation as determined by the Ecuadorian authority.

It is important to note that as of Tuesday, March 17 and until April 5, 2020, nationals or foreign passengers may not enter Ecuador. For additional information, we recommend visiting the official pages of migration authorities and health authorities in different countries.

March 15, 2020.

WAIVER 10381 - DW FOR CORONAVIRUS
VERSION 10.

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 and for all AVH flights.**

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 14, 2020** and on all AVH flights with travel dates **between March 1, 2020 and April 30, 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.
- 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 ticekts
h. Tickets issued with any AVH group plates for the full OD.
i. Tickets issued jointly with a partner airline
j. For passengers who continue their travel via ground under Renfe on the same ticket, the condition is subject to fare conditions
k. Changes for outbound or inbound segments apply as long as one of the segments falls within the waiver dates.

March 15, 2020.

SELF-MANAGEMENT FOR CHANGES FOR TRAVEL AGENCIES

Due to the changes resulting from the Coronavirus alert, Avianca requests travel agencies to self-manage the necessary changes that apply to **Waiver 10381-DW, without calling the Contact Center (Call Center).**

For additional information about the information on the release, please see CIRCULAR 10318 Coronavirus Wavier, this information may vary in the following days and updated on the established channels.

NOTE: Any action outside the indications of this release is subject to an **(ADM (Agency Debit Memo)**

Content:

    A. Self-management for **Amadeus** Agencies to apply waiver 10381-dw
    B. Self-management for **Sabre** Agencies to apply waiver 10381-dw
    C. Self-management for **Travelport** Agencies to apply waiver 10381-dw

A. SELF-MANAGEMENT FOR AMADEUS AGENCIES TO APPLY WAIVER 10381-DW

1. **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

March 15, 2020.

- **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 AV  8406 H    08NOV       HEO00RIQ           12NOV 1P
```

```
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
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 wavier. 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.CONTENIDO/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 not that all waivers using Dynamic Waivers are defined in Avianca and can be automatically handled through Amadeus Ticket Changer.
   - Please validate the automatic waiver on Amadeus applying the provisions of circular "**10381**" issued by Avianca.
   - If the waiver is not automatically applied because it is not an AVH ticket, send the item to "10381" waiver.

March 15, 2020.

B. SELF-MANAGEMENT FOR SABRE AGENCIES TO APPLY WAIVER 10381-DW

Avianca requests travel agencies to self-manage changes related to coronavirus using **Waiver 10381-DW in the ENDORSEMENT field.**

The agency must carry out the following steps:

WFRF1347451824603‡EDWAIVERAV10381-DW

- **The penalty is manually eliminated**

```
WF  WFRR      EXCHANGE SUMMARY                        SCREEN 30
 REISSUE PLACE  BUR


             EXCHANGE       NEW AMT                   REISSUE
                 USD            USD              CUR  USD
      BASE      635.00        635.00                   0.00
TTL TAXES      176.68        176.68                    0.00
           ----------    ----------          -----------
     TOTAL      811.68        811.68                   0.00
                            CHG FEE AMOUNT    <            >

 COLLECT FEE ON EMD < >
                                             ------------
                                    TOTAL        125.00
 TAX COMPARISON < >  MULTIDOCS < >
NEXT < >                       VIEW FARE CALCULATION < >  QUIT < >
```

```
WF  WFRTK    TICKETING INSTRUCTIONS                  SCREEN 40
                         EVEN EXCHANGE
 NEW TKT FULL COMM AMT <          >

                           WAIVER <                    >
TOURCODE <                >
 BAG ALLOWANCE 01P   VIEW/MODIFY BAG < >
ENDORSEMENTS UPDATE < >
 REFUND FEE APPLIES/NO CHANGE FEE/AND PLUS FARE DIFF/NON END/W
AIVERAV10381-DW


 TKT < >  RETAIN < > PREV < >                        QUIT < >
```

This shows the endorsement used on the entry

Avianca Airlines
100 years

A STAR ALLIANCE MEMBER

March 15, 2020.

```
WF  WFRR       EXCHANGE  SUMMARY                      SCREEN 30
 REISSUE PLACE  BUR


              EXCHANGE       NEW AMT                  REISSUE
                USD            USD                    CUR   USD
       BASE     635.00         635.00                      0.00
TTL TAXES       176.68         176.68                      0.00
              ----------     ----------             ------------
      TOTAL     811.68         811.68                      0.00
                              CHG FEE AMOUNT    <             >

 COLLECT FEE ON EMD < >

                                               ------------
                                   TOTAL            0.00
 TAX COMPARISON < >   MULTIDOCS < >
 NEXT <X>                       VIEW FARE CALCULATION < >  QUIT < >
```

```
WF  WFRTK     TICKETING INSTRUCTIONS              SCREEN 40
                    EVEN EXCHANGE
 NEW TKT FULL COMM AMT <         >

                      WAIVER <                    >
TOURCODE <                 >
 BAG ALLOWANCE 01P   VIEW/MODIFY BAG < >
ENDORSEMENTS UPDATE < >
 REFUND FEE APPLIES/NO CHANGE FEE/AND PLUS FARE DIFF/NON END/W
 AIVERAV10381-DW




 TKT < >  RETAIN < > PREV < >                     QUIT < >
```

March 15, 2020.

C. SELF-MANAGEMENT FOR TRAVELPORT AGENCIES TO APPLY WAIVER 10381-DW

Avianca requests travel agencies to self-manage changes related to coronavirus using **Waiver 10381-DW in the ENDORSEMENT field.**

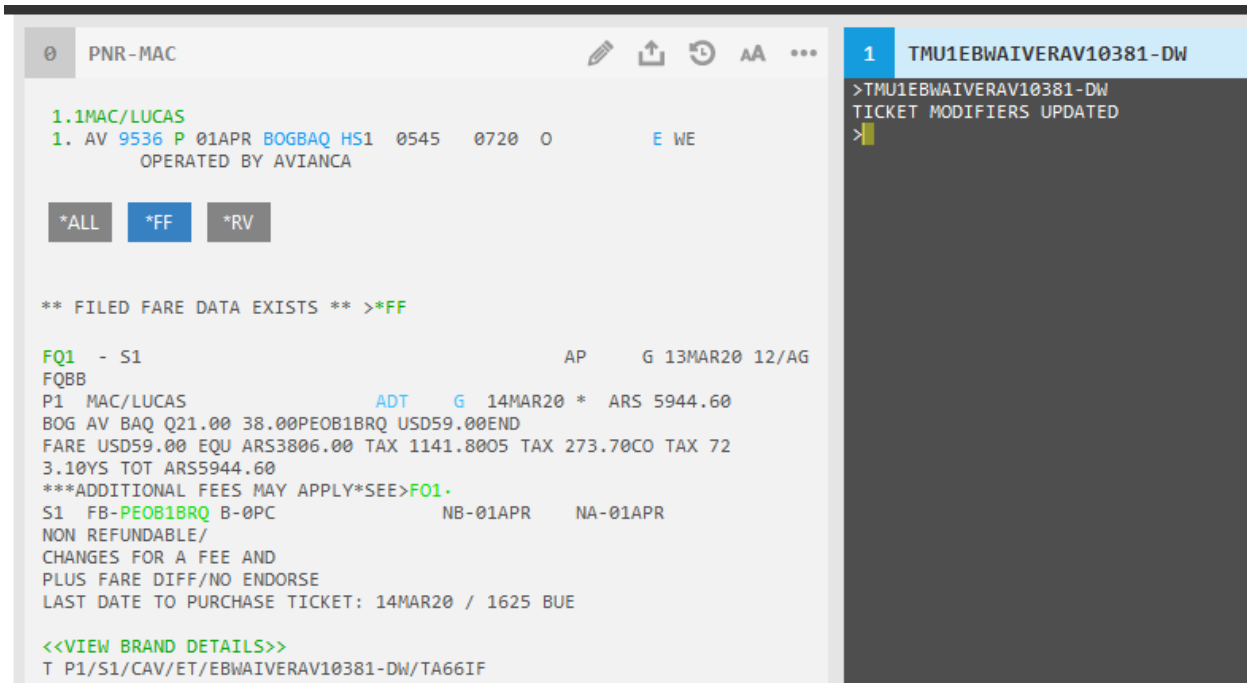Travelport agencies must use the ENDORSEMENT field to enter the waiver.

Galileo (1G)
Endorsement **EBWAIVERAV10381-DW**   For multiple endorsement boxes, type: **EBWAIVERAV10381-DW*EBxxxx*EBxxxx**   To add an additional endorsement, a ticket modifier is used. Example entry: **TMU1EBWAIVERAV10381-DW**

Worldspan (1P)
Endorsement **5-ERWAIVERAV10381-DW** Ticketing entry modifier, **EZE*#$*IET0121234567890X*A.....................O$CK#KEX*$0.00#N2.1#ER XXXXX**

Apollo (1V)
Endorsement **T:$BGEBWAIVERAV10381-DW**   For multiple endorsement boxes, type: **T:$BGEBWAIVERAV10381-DW+EBxxxx+EBxxxx**

March 15, 2020.

Below is a screenshot of how the waiver is shown on the system: