

Following is an update to the current date change/refund policy /COVID – 19.

Key features are as follows.

- One date change will be permitted free of charge.
- Valid for all tickets originating & issued in UK, on or before 31 March 2020.
- Bookings can be changed to any date within system range, in the same booking class as originally booked/ticketed.
- Any difference in fare or applicable taxes due to re-issue, must be collected.
- The code **PR006/26JAN20** must be included in the Endorsements box.
- No-show fees shall not apply, for travel between 15 Mar 20 to 30 Mar 20, please cancel bookings as early as possible.
- Refunds are permitted for tickets issued up to 31 Mar 2020, for travel between 15 March 20 to 30 March 20. Refund code **WALON01** must be included in the Refund Notice or Refund Advice.

The tickets related to this circular shall be finalized **by 31 May 2020** by proceeding with necessary changes/refunds.