



Dear Travel Partners,

As most of our planes are grounded and severe restrictions will come into force regarding Finnish borders, we are updating our group policy. We wish to retain as many bookings as possible, please work with your group contacts to enable this where possible and don't hesitate to call me or one of my team.

Corona – Finnair Group Policy, update 18.3.2020, valid until further notice

Rebooking to all AY destinations for bookings until 30 November 2020:

- Rebooking must be done in the original booking
- Rebooking allowed for all travel dates within the reservation window
- Deposit can be transferred to new travel dates
- Already ticketed groups can change the dates
- Original group fare cannot be undercut, upsell if AGM requires higher fare
- OS AY CHANGE OF TRAVEL DUE TO CORONA must be added to all changed bookings

Full refund is allowed for all departures until 30 June 2020:

- OS AY REFUND DUE TO CORONA must be added to all refunded bookings

- Refunds can be processed also after the ticketed departure date, most preferably by the end of 2020
- Fastest way to get refund is to process it in GDS. If that is not possible, then refund application needs to be issued via BSP link.
- No additional authorization needed from Finnair Group desk
- Refund of ancillary services will be processed via refund application