

Trade Update



Book with peace of mind

Dear Valued Travel Partner,

We know that there's a lot of uncertainty about travel right now and we understand your concerns.

We're offering an extension in the form of credit to allow further flexibility to any scheduled bookings to fly with Aer Lingus before 31 May 2020

This credit is for future travel that is valid from March 20, 2020 until March 20, 2021. You must rebook the flights and reissue the original ticket by March 27 2020.

Please follow the necessary steps in your GDS:

- 1) Cancel all active Aer Lingus segments in your respective GDS (*cancel the itinerary, avoid using the .XK entries as this do not transmit messages to Aer Lingus*)
- 2) Rebook the new preferred flight dates into the PNR
- 3) Use your GDS system priced tools (WFRR, Rapid Reprice, etc.) and override any change fees to zero (0.00). Please use waiver code **FDIECV-21** in all waiver boxes and update the endorsement field to include waiver code.
- 4) This process may be used for all ticket types regardless of purchase date.
- 5) You must reissue the ticket no later than March 27, 2020 and collect any fare difference that applies.
- 6) Exchange the ticket per your GDS procedures.

We appreciate should travel plans change further due to unprecedented circumstances we will offer one additional change fee waiver free of charge. Please make contact with Aer Lingus sales team to obtain this secondary waiver code: traveltrade@aerlingus.com

Please do not hesitate to reach out to your sales manager if you have any questions. We thank you for your continued support.

Kind Regards,

Aer Lingus Sales Team