



PW Waiver, Cancellation & Refund Policy due to COVID-19 virus

Due to the on-going uncertainty over travel planning, Precision Air Services PLC is offering a waiver for change fees on all fares for Regional affected Area with Corona Virus, COVID-19.

All Bookings ticketed On/Before 18 March 2020 will be exempted from ticket change fees.

This change waiver applies to:

- All fare types, including groups
- All affected destinations
- All points-of-sale

REBOOKING CONDITIONS:

1. Must rebook/reissue ticket by 30Jun20
2. Complete travel by 17 Mar 2021
3. Rebook same booking class with no additional collection and change fee waived.
4. Tickets to be endorsed "**COVID-19 PW FLT/DATE**"
5. No show fee will apply at all times except when flight is cancelled involuntarily by the airline. Previous No-Show passengers are not eligible for this waiver.
6. A maximum of 2 changes are permitted free of charge (**see condition 1**)
7. Customers can cancel their existing flight itineraries, retain the value of their tickets and rebook their travel at a later date, when they are able to firm up their new travel plan (see condition 1).
8. PW reserves the right to withdraw or revise the conditions with notice.

****Normal penalties will be applicable on Refunds.**

ISSUED BY:	REVENUE MANAGEMENT	TN NO:	01/03/2020
ISSUED ON:	18/03/2020	EFFECTIVE:	IMMEDIATELY

Checked by: Straton Mushi
(Manager – Revenue Management)

Approved by: Lilian Massawe
(**HOD** - Commercial & Ground Services)

Date: 18TH March 2020

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