

Dear Partners,

Always aiming to provide you with maximum flexibility and at the same time boosting our passengers' confidence, we would like to inform you that:

All Aegean (390) and Olympic Air (050) tickets, regardless of issuance date, including at least one flight with a travel date until 31st May 2020, can be reissued from 2nd until 8th April 2020 for the same destination and new travel dates after 1st June (at least one flight) without applying rebooking fees or collecting any fare difference. For tickets rebooked for flights operating up to 31st May, the fare difference must be collected as normal.

For your convenience, please find below an updated summary of the flexibility offered in reissuing Aegean and Olympic Air tickets (this replaces any previous instructions):

1.0 Fare difference waiver period: 02 – 08 April 2020 (new)

1.1 Any date of ticket issuance, for any route (A3/OA) and original travel dates up to and including 31st May 20

Reissue must be done between 2nd and 8th April 2020

Fare Difference is waived for new travel dates on/after 1st June 2020

Fare Difference is not waived for new travel dates on/before 31st May 2020

- **Amadeus:**
 - a. 'Dynamic Waiver' product functions through Auto-Reissue, allowing the auto-removal of Rebooking Fees & Fare Difference and the auto-addition of the Endorsement '**PROMAY20TA**'
 - b. Manual-Reissue is also an option to waive Rebooking Fees & Fare Difference and insert manually the Endorsement: '**DUE TO CORONAVIRUS**'
- **Sabre:** A manual reissue is required to waive Rebooking Fees and Fare Difference. Endorsement Box should be updated with the text '**DUE TO CORONAVIRUS**'
- **Travelport:** A manual reissue is required to waive Rebooking Fees and Fare Difference. Endorsement Box should be updated with the text '**DUE TO CORONAVIRUS**'
- **Farelogix:** A manual reissue is required to waive Rebooking Fees and Fare Difference. Endorsement Box should be updated with the text '**DUE TO CORONAVIRUS**'

During the reissue process, all ticket elements (fare, fare basis, baggage allowance, taxes paid etc.) will be transferred to the new ticket, regardless of the booking class (RBD) used for the new flight (always in the same cabin Economy or Business).

DUE TO CORONAVIRUS should be inserted into the Endorsement Box.

The reissue process is the same as an involuntary reissue but without the (I) (Involuntary) and the insertion of the above in the endorsement box.

2.0 Rebooking Fee waiver period: until 30 April 2020

2.1 Date of ticket issuance until 09MAR20 for any route (A3/OA) & any travel dates

Rebooking Fee is waived

- **Amadeus:**
 - a. Auto-Reissue process is available, waiving Rebooking Fees and inserting automatically the Endorsement: **'500COVIDTA'**
 - b. Manual-Reissue is also an option to waive Rebooking Fees and insert manually the Endorsement: **'DUE TO CORONAVIRUS'**
- **Sabre:** Manual-Reissue to waive Rebooking Fees, manual addition of Endorsement: **'DUE TO CORONAVIRUS'**
- **Travelport:** Manual-Reissue to waive Rebooking Fees, manual addition of Endorsement: **'DUE TO CORONAVIRUS'**
- **Farelogix:** Manual-Reissue to waive Rebooking Fees, manual addition of Endorsement: **'DUE TO CORONAVIRUS'**

2.2 Date of issuance from 10MAR20 to 30APR20, for any route (A3/OA) & travel dates from 10MAR20 and onwards

Rebooking Fee is waived

- **Amadeus:**
 - a. Auto-Reissue process is available, waiving Rebooking Fees and inserting automatically the Endorsement: **'508COVIDTA'**
 - b. Manual-Reissue is also an option to waive Rebooking Fees and insert manually the Endorsement: **'DUE TO CORONAVIRUS'**
- **Sabre:**
 - a. Auto-Reissue process is available, waiving Rebooking Fees, requires manual addition of Endorsement: **'DUE TO CORONAVIRUS'**
 - b. Manual-Reissue is also an option to waive Rebooking Fees and insert manually the Endorsement: **'DUE TO CORONAVIRUS'**
- **Travelport:**
 - a. Auto-Reissue process is available in 1P, waiving Rebooking Fees, requires manual addition of Endorsement: **'DUE TO CORONAVIRUS'**
 - b. Manual-Reissue is also an option to waive Rebooking Fees and insert manually the Endorsement: **'DUE TO CORONAVIRUS'**
- **Farelogix:**
 - a. Auto-Reissue process is available, waiving Rebooking Fees automatically, by selecting the "WAIVER CODE" and inserting the Endorsement: **'DUE TO CORONAVIRUS'**
 - b. Manual-Reissue is also an option to waive Rebooking Fees and insert manually the Endorsement: **'DUE TO CORONAVIRUS'**

3.0 Summary table

What is waived?	Reissue option	Original Date of Ticket issue	Original travel date	Applicable dates for Waiver	New travel date	Endorsement	What to expect
1. Rebooking Fees	Equal or higher in same cabin (any fare diff. should be collected)	Until 9th March 20	Any	Until 30th April 2020	Any	1A (ATC): 500COVIDTA Rest: DUE TO CORONAVIRUS	Only rebooking fees are waived
2. Rebooking Fees	Equal or higher in same cabin (any fare diff. should be collected)	Between 10 th March and 30 th April 2020	From 10 th March 2020 onwards	Until 30th April 2020	From 10 th March 2020 onwards	1A (ATC): 508COVIDTA Rest: DUE TO CORONAVIRUS	Only rebooking fees are waived
3. Fare, Tax and Rebooking Fees	Equal or higher in same cabin	Any date	On/Before 31 st May 2020	Between 2 nd and 8 th April 2020 only	From 1 st June 2020 onwards	1A (ATC): PROMAY20TA Rest: DUE TO CORONAVIRUS	Fare/Tax difference and Rebooking Fees are waived No change of fare break points

We would also like to remind you that there is currently no charge for Preferred Seats (Upfront and Extra Legroom) for all flights on the Aegean and Olympic Air network for travel until 30th April 2020.

Thanking you as always for your support and cooperation

Your Sales Team
Aegean Airlines Olympic Air