

08<sup>th</sup> April 2020

## Revision of handling instructions for tickets affected by Covid-19

In order to encourage passengers to continue flying with Vietnam Airlines, we hereby implement instructions to extend the ticket validity by revising our current regulation as follows:

### 1. Tickets affected by government policies or authority decisions

#### 1.1 Scope of application

- Passengers holding VN tickets/other documents (code 738, including SOTO tickets) issued on/before **31<sup>st</sup> Mar 2020** and having confirmed seat on VN flights.
- Flights affected by at least one of the following government policies or authority decisions:

- + Closed borders, withdrawn flight permits, lockdowns causing VN flight cancellations to/from that country.
- + Restricted immigration, temporary stops for approval of visa/visa exemption policies. Refused entry or requirement to be quarantined by governments or authority decisions to prevent the spread of Covid-19.

Note: For VN cancelled or rescheduled flights and because of this passenger are unable to fly or refused entry or required to be quarantined by governments or authority policies: the above instructions will apply.

Exception: Passengers, diverted to alternative destinations (other than the original destination) and are quarantined as per government policy to prevent Covid-19 are entitled to apply (see section 2).

- + Cancelled VN flights to/from virus outbreak area to prevent spreading of Covid-19.
- + Other scenarios, not listed but affect passenger flights by government policies or authority decisions.

#### 1.2 Handling principles

##### 1.2.1 Rebook/reroute

- Tickets are allowed to rebook/reroute with change and restrictions fees waived if the following conditions are met:
  - + The new flight date must be on/before **31<sup>st</sup> Dec 2021**;
  - + Fare, tax/fee/charges and surcharge difference (if any) must be collected.
- Tickets must be exchanged/reissued as follows:
  - + “NVB/NVA” box: enter the new min/max stay based on fare rule.
  - + “END/RES” box: Enter “**211TTBSP. NON-END...**” and fare rule of the original ticket.

### 1.2.2 Refund

- Non-Refundable tickets are not entitled to refund. **Exception: In the event of cancelled flights departing from UK or EU or cancelled connecting flights, the affected tickets are refundable while refund restrictions are waived.**
- Other tickets: apply to waive Refund fee.
- Refunds are accepted via BSP link.

## 2. Tickets affected due to schedule change by Vietnam Airlines

### 2.1 Scope of application

- Passengers holding VN tickets/other documents (code 738, including SOTO tickets) issued on/before **31<sup>st</sup> Mar 2020** and having confirmed seat on VN flights.
- The new flight date must be on/before **31<sup>st</sup> Dec 2021**.
- Do not collect fare/taxes/fee/charge and surcharge differences. Change/refund fees and restrictions are waived.

### 2.2 Handling principles

#### 2.2.1 Rebook/reroute:

- Same booking class must be booked.
- “END/RES” box: Enter **“INVOL DUE TO VN (Flight number) CXL”**.

#### 2.2.2 Refund:

- Refund fee and restrictions are waived.
- Refunds are accepted via BSP link.

## 3. Voluntary change to tickets

### 3.1 Scope of application

- Passengers holding VN tickets/other documents (code 738) issued on/before **31<sup>st</sup> Mar 2020** and having confirmed seat on VN flights;

### 3.2 Handling principles

- Rebook/Reroute:
  - + Passengers are allowed to rebook/reroute multiple times with rebook/reroute fees and restriction waived.
  - + Fare, TFC and surcharge differences (if any) must be collected. Follow principles and instruction in section 1.2.1 above.
  - + New flight date must be on/before **31<sup>st</sup> Dec 2021**.
- Refund: refund restrictions and fees must be applied.

## 4. Effectiveness

This notice takes immediate effect until **31<sup>st</sup> Dec 2020**, replacing the effectiveness of the previous notice dated 27<sup>th</sup> Mar 2020.