

April 22, 2020

Exclusive information for the Direct and endTravel Agencies channels. Not approved for distribution to the final customer and/or publication in mass media.

## INFORMATION ON MEASURES DUE TO COVID-19

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### WAIVER 201381-DW - CORONAVIRUS

#### **Version 13**

Considering the statement by the World Health Organization regarding the Public Health emergency of international interest caused by the Coronavirus, we hereby inform that Avianca Holdings has enabled the following commercial waivers:

- For tickets **issued until January 31, 2020** to and from China with **travel date during 2020.**
- For tickets **issued until February 26, 2020** to and from Italy with **travel date during 2020.**
- For **tickets issued until March 14, 2020** on all AVH flights with travel date **between March 1, 2020 and until June 30, 2020.**

#### **Considerations:**

- Applies for date, flight and route changes between common points, without penalty for itinerary changes or fare difference, for passengers with original flight date until June 30, 2020. If the route change is requested for non-common points, fare difference will be charged.
- If the original flight date in the ticket is after July 1, 2020, charges for itinerary changes will be waived and fare difference will be charged, even if it is a change between common points.
- Changes to the itinerary may be requested until June 30, 2021 for travel until June 30, 2021.
- Applies for no-show passengers with travel dates between March 1, 2020 until June 30, 2020. If the travel agency cannot open the booking to make itinerary changes, please contact CCE.
- If the client decides not to travel and does not want a refund [he or she must be directed to the voucher option offered on our website www.avianca.com](#)
- For XS tickets:
  - On GDS AMADEUS, the change may be requested through ATC for tickets issued as of April 4. If it is not processed automatically it must be done manually.
  - On other GDSs, the itinerary may be rescheduled and the change must be done manually.
- Please note that compensation does not apply for this situation.
- Changes to your booking will be allowed when the itinerary is affected, as long as the dates of the affected flight are within the waiver's validity dates.
- Refund applies subject to the conditions of the fare.

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## Applies to:

- Group reservations with deposit, without issued tickets
- Group reservations with issued tickets
- Tickets with commercial, IT, Corporate or private fares
- EMD's purchased for an Ancillary
- For tickets redeemed with LifeMiles changes of itinerary or destination are allowed when the ticket is unused.
- For partially used tickets issued with LifeMiles **only** itinerary changes are allowed.
- Non-revenue tickets
- Tickets issued with any AVH group plates for the full OD.
- Tickets issued jointly with a partner airline
- If the passenger shows travel continuity to and from China and to and from Italy, in the same contract of carriage or in separate contracts of carriage, regardless of the date of continuity of the trip, add waiver code "10381-DW" to an OSI or REMARK with the ticket number or carrier in the reservation to self-manage the change.
- For passengers who continue their travel via ground under Renfe on the same ticket, the condition is subject to fare conditions.
- Changes for outbound or inbound segments apply as long as one of the segments falls within the waiver dates.
- Please see the press release issued on **20201303 - Self-management of changes for travel agencies** to manage waivers.

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## **BOOK WORRY- FREE**

### **1. What is "Book Worry – Free"**

It is an initiative that we carry out so that the client can change his itinerary without paying a penalty to destinations operated by Avianca.

### **2. For what type of tickets does " Book Worry – Free" apply?**

The measure applies to purchases / redemptions between March 4 and June 30, 2020 on all international routes and between March 14 and June 30 on all domestic routes operated by Avianca, to fly until 30 June 2021. The client has the option to change the itinerary without penalty, although he may apply a charge for fare difference according to the flight date restrictions mentioned in the exemption. Additionally, as it is an external and exceptional situation, no compensation is applied.

### **Terms**

- Applies to tickets issued - purchased - on all fares and to redemption and group tickets on flights operated by Avianca.
- For tickets purchased to travel after June 30, the date change must be made with 15 days notice to the original date of the flight.
- The ticket can be left open until you define the date of your trip.
- The new trip must be completed by June 30, 2021 or until the original validity of the ticket, whichever comes first.
- The exoneration of the penalty only applies once if the change is voluntary, **according to the COVID exemption previously described, changes to your reservation will be allowed as many times as the itinerary is affected, as long as the dates of the affected flight are between waiver effective dates.**
- These measures do not apply to travelers who lose connection due to their responsibility.

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## **VOUCHER AVIANCA**

### **1. What is the voucher?**

It consists of a booking and/or ticket with pending unflown segments or coupons that you may use for a future trip. This includes ancillaries or EMDs you had already purchased.

### **2. Is a voucher the same as an EMD?**

No. The voucher is the booking, ticket or EMD you did not use due to the emergency health situation of COVID-19, based on Avianca's waiver policy.

### **3. Is the voucher a balance in favor I can use to purchase another ticket with a different route, date or name?**

You can use the voucher as a method of payment to purchase another ticket with a different route and/or date, but name changes are not allowed. For tickets redeemed with miles, only route changes apply if no segment of the ticket has been used. For partially used miles tickets, only date change applies.

### **4. Is the value of the voucher equivalent to 100% the value of the ticket or is anything discounted?**

The value of the voucher is equivalent to the value of the unused ticket or segment, including applicable taxes.

### **5. What happens if the conditions of the ticket do not match the conditions of the voucher?**

The conditions of the voucher are the same as those in the waiver policy and they govern over those of the ticket. We have extended the expiration date of tickets until **June 30<sup>th</sup>, 2021** based on those conditions:

- a. It applies to all international and domestic flights scheduled between **March 4 and June 30, 2020**, regardless of the date of purchase. (The times in this policy will be revised subject to the evolution of current circumstances).
- b. It must be redeemed by **June 30, 2020** for the purchase of tickets with a maximum travel date of **June 30, 2021**.
- c. It may only be used for direct or connecting flights operated by Avianca, TACA, Avianca Ecuador and/or Lacs and it may also be used for codeshare flights with other airlines, purchased through Avianca's channels.
- d. It will be issued for the total value of the unflown ticket. The value of the administrative fee can be discounted depending on the channel on which the unflown ticket was purchased.

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- e. It will be sent to the email registered on the form within twenty working days after correctly completing the form and submitting it.
- f. It is not transferable, endorsable, or refundable for cash.
- g. A person with an open booking who decides not to accept the voucher can make changes on the website on the same booking or request a refund.
- h. If the ticket was purchased at a travel agency, the client must contact the agent to reschedule a new itinerary and/or receive help with their current itinerary.

## **6. Considerations:**

- a. It may be redeemed for the purchase of tickets, special services, penalties, additional baggage, excess baggage charges and other products and services offered directly by Avianca.
- b. For partially used tickets, the voucher will correspond to the value of the fare selected when the purchase was made for the unused segment.
- c. The voucher applies to all persons included in the same booking.
- d. If the value of the voucher is expressed in a currency other than the redemption currency, the conversion will be made to the local currency of the redemption country using the current exchange rate applicable to the sale of tickets.
- e. The conditions and restrictions of the fares of the new tickets purchased shall apply.
- f. If there is a balance in favor, a new voucher will be used to the original holder, subject to the same conditions and validity of the original voucher. A notice will be sent to the client as to how to use the voucher.
- g. The person on behalf of whom the voucher is issued is responsible for its security and good use. Avianca, as issuer of the voucher, is not liable for its loss or improper use.
- h. Issuing the voucher guarantees the air transportation service of the ticket holder for the ticket not flown.

## **7. How does the voucher apply if my booking was made using miles?**

- a. If you bought a ticket with miles, you can change, in the call center or LiveChat, the itinerary without penalty payment until June 30, 2021 with maximum travel date until June 30, 2021.
- b. Although the voucher does not apply to these tickets, they do cover several of the active exemptions due to the Covid-19 contingency. Mileage tickets have the following terms and conditions

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## **Waivers:**

- No penalty charge is generated (the penalty exception only applies once).
- I do not charge a redeposit fee (only in the event that I desist from the trip, the ticket is unused and the flight is less than 60 days)

## **Collections that do apply:**

- Service fee for re-issue (voluntary changes)
- Fare difference
- Redemption fee on face-to-face channels (except for Diamond Status)

**Changes in AV ticket:** It allows any change independent of the availability of the same class in which it was issued. The fare difference is charged.

**Changes in Star Alliance ticket:** requires the same fare class in which the reservation was issued.

**Conditions of changes in unused tickets allows:** change of itinerary (date and time) and route

**Conditions of changes in partially used tickets allows:** change of itinerary (date and time).

## **8. Why does my partially used ticket not allow route changes?**

When redeeming your ticket, the required taxes and miles may be calculated depending on the origin or destination. When a trip has begun, it is impossible to recalculate taxes as they have already been earned.

## **9. Can I request a voucher even if my ticket does not meet the active waiver conditions?**

No, you may not. The conditions to request a voucher are the same as those of the active waivers.

## **10. If my new ticket is for a different value than the voucher, what happens to the balance in favor or difference?**

The balance in favor will be rendered as a document known as an EMD (Miscellaneous Document) for the residual value, which may be used in future purchases of ancillaries and tickets.

If the value of the ticket exceeds the value of the voucher, the voucher will be redeemed and a new method of payment must be used to pay for the additional value.

## **11. How can I see the voucher in the system?**

The voucher identifier will be the same reservation and/or ticket number of the original PNR. An additional number will not be generated for the voucher. The original record and/or ticket number can be used to search for the booking.

The passenger booking code and/or ticket / EMD associated to the passenger may also be used.

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**12. How is it shown in the system that the client accepted the voucher?**

It is shown in the passenger's booking. It is shown by an SR OTHS ZZ- PASSENGER DOES NOT WANT A REFUND AND CHOOSES A VOUCHER COVID-19 10381.

**13. Are expired tickets included in the expiration date extension? Can tickets redeemed with miles be used after their date of expiration?**

The expiration date of tickets has been extended until June 30, 2020. In the event of an exception, please contact Avianca's Call Center to verify your specific case.

**14. What happens to customers for whom none of the waivers related to COVID-19 applies and request a voucher?**

An e-mail will be sent indicating that the request has been rejected as it does not meet the conditions of the voucher.

**15. What happens to redeemed tickets? Does the voucher change?**

If reissuance meets the voucher conditions and the waiver policy, it does apply.

**16. What happens if the passenger was protected and the ticket was reissued?**

The passenger may only manage his or her trip through Avianca's direct channels. This happens when the itinerary of a passenger changes from a direct flight to a connection or vice versa, or in the case of an interline ticket connecting with other airlines.

**17. What happens if the passenger was protected and the ticket was revalidated?**

The passenger may continue managing the trip through the channel on which he or she made the purchase, whether it was directly with Avianca or travel agencies.

**18. What happens if the new ticket is for a different value? Is there a balance in favor of the client? Can an EMD be issued for that balance in favor?**

**19. Greater value:** It is processed with two methods of payment: Open ticket and new method of payment (cash or credit card), as it is currently done for other exchanges (TKT \* TKT).

**20. Lesser value:** The new ticket is issued and an EMD is issued with the residual value with the balance in favor of the client.

**21. What information must I offer to my client if a refund is requested on a booking for which a voucher was accepted for some of the tickets?**

The voucher is not refundable. It may be used for future transportation.

**22. What about bookings with no registered email address?**

We wait for the client to contact us through the direct channel. In the case of travel agencies, they must contact the agency and include the SSR in the booking.

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**24. I don't want to request the voucher, I want the refund of my ticket. What should I do?**

The voucher will be sent to you in a maximum of 20 days for the value of your purchase. If the ticket was purchased in any other country / region (other than Colombia or Canada) and if you wish, you can request an Avianca voucher / voucher for the value instead of the refund of your ticket, which you can use later to reschedule your trip until June 30, 2021, without penalty.

Another alternative is to leave your ticket open unused, to later reschedule your trip, when you have a new date, until June 30, 2021.

If you do not want any of the above options, you can request a refund from the travel agency where the ticket was purchased. However, at this time due to the high volume of requests that we are receiving due to the worldwide contingency of COVID-19, the request may take a while to be resolved. At this time we do not have an estimated processing time.

**25. Accepted the voucher, but I changed my mind and I want to withdraw and request a refund.**

Once the bonus request has been made on the website, the terms and conditions of said bonus are being accepted: it is not transferable, endorsable, or refundable in money. In this case, you can use the voucher for the value of your ticket, rescheduling your trip when you have a date set, until June 30, 2021.

**26. In the event that the contingency extends until the following year, what will happen to my voucher if it has an expiration date?**

The airline is constantly monitoring the evolution of the pandemic and its impacts on industry and global tourism to assess the need to implement new measures or adjust current protection policies.

**27. If I have already requested my refund and have not yet received a response. When will I receive it?**

As a consequence of the global situation caused by the outbreak of Coronavirus COVID-19 and the high number of requests that we have received at this time, we do not have an estimated time to process your request.

If you want an immediate solution, we invite you to join [https://forms.office.com/Pages/ResponsePage.aspx?id=Pt2topeDeUW6MHo4gD\\_Dv4mrtZe\\_DVNm8vVgpDQ9OIUREtTnzZXWEE0SFBYSjZCMUFGKV05CVTKwTCQIQCN0P\\_Wcu](https://forms.office.com/Pages/ResponsePage.aspx?id=Pt2topeDeUW6MHo4gD_Dv4mrtZe_DVNm8vVgpDQ9OIUREtTnzZXWEE0SFBYSjZCMUFGKV05CVTKwTCQIQCN0P_Wcu) the following link and receive a bonus of Avianca for the value of your ticket. This voucher may be redeemed to fly until June 30, 2021.

It is important to mention that the voucher is an excellent option, since there is no discount on the value to be received, you can use it to redeem tickets to any destination operated by Avianca, as well as to pay special services, penalties and purchases. additional luggage among other services.