

Trade Update



Book with peace of mind Updated Rebooking Policy May 8, 2020

Dear Valued Travel Partner,

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

Customers who have booked on/before 05 March and are travelling through 30 September 2020 will have change fees waived.

We are giving further flexibility by offering an extension to any scheduled booking due to fly with Aer Lingus before 30 September 2020.

This credit is for future travel that is valid to September 30, 2021. You must reissue and exchange and complete by August 1, 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 wavier code.
- 4) This process may be used for all ticket types regardless of purchase date.
- 5) You must reissue the ticket no later than **August 1, 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: TravelTradeNA@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

Aer Lingus Sales - May 8, 2020