



Dear travel agent partner,

We hope that you and your family and loved ones are well!

Even though the exceptional situation caused by the coronavirus continues, we here at Finnair are preparing to fly into the future and have some news to share with you.

Ramping up the network – flights to Asia from July

We are confident that air travel will gradually start to recover as travel restrictions are being lifted. Today we are operating approximately 5 % of our normal network, from the 1st of July we will start adding destinations and frequencies into our network, including the key destinations in Asia and expect to fly 30 % of our normal traffic plan in July. We will then keep adding more destinations and frequencies going forward.

You can find all the latest information on our [travel updates page on Finnair.com](https://www.finnair.com/travel-updates) and the flights are now been updated in the GDS;

- routes starting in July: SHA*, PEK*, HKG, SIN, SEL, NRT, OSA, NGO and BKK (*subject to government approval)
- adding in August: JFK and DEL
- adding in November/December: HND, HKT, KBV and MIA

London Heathrow to Helsinki services were reduced to double daily in April, these will increase to 20 services per week in August, 27 per week in October, 35 weekly in November and to 42 in December. Finnair's direct **London Gatwick** services to Lapland will resume in December to both Ivalo and Kittilä.

Blue Wings will fly again from **Edinburgh, Manchester** and **Dublin** to Helsinki starting in July. Operations will start with 3 weekly services to **Edinburgh** going to 5 in September, 4 services to **Manchester** moving to daily in September and double daily in December. **Dublin**

will start with 4 weekly services in July moving to daily in September. All services allowing connections to Lapland for Christmas and the Finnair Asian network.

There will also be destinations to where [we will not fly until 2021](#). Cancelling those flights in the GDS will be done gradually and a message to the contact in the booking will be sent by Finnair so it is vital to check that the passenger's contact details are entered in the booking.

We do reserve the right for changes to the plans as the exceptional situation develops. We will review the schedule on a monthly basis and will update it as travel restrictions are removed and demand starts to recover.

Book with confidence

The "Book with confidence" policy still applies when dealing with Finnair's tickets, whether it be an already issued ticket or tickets issued now until the end of June 2020. All tickets issued between 1st of April and 30th of June automatically have a flexible change rule so that as close as seven days before departure the ticket can still be changed without any change fee (until 31st of May 2021).

Please familiarize yourself with the [change and refund policy for the tickets on the upcoming cancelled flights](#) on the routes which will not be operated during the coming summer/autumn/winter.

If you haven't yet done so, we suggest that you [bookmark Finnair Easy in your browser](#) for easy access to the important travel agent news online.

As a reminder; the fastest way to get a refund is to process the refund directly to your GDS system. If that is not possible, then issue a Refund Application via BSPLink for Finnair. Please note that the current handling time of refunds is 8-12 weeks.

The full list of the latest news and policies can be found [here](#).

Measures at Helsinki Airport and onboard our flights

We are preparing for the gradually growing passenger numbers with several new measures to make travelling as safe as possible. During May, we will adopt new procedures onboard and at the airport to ensure that our customers and employees can get on board our flight with confidence and to ensure they are well protected from the possible contamination at the airport and onboard;

- Customers are required to wear a face mask onboard our flights
- Finnair's customer service staff wear a surgical mask at Helsinki airport (at least until 31st of August)
- Cabin crew wear surgical masks onboard our aircraft (at least until 31st of August)
- Plastic shields installed in different service points at Helsinki airport.

Please note that **our customers are expected to bring their own masks and boarding can be denied without a mask**. Aircraft cleaning has further been intensified, with a special focus on high-touch areas.

Already in March we adopted several measures to ensure customer and personnel wellbeing such as changes in service procedures, a no-touch policy, social distancing principles applied in seating, additional cleaning measures and protective gear for our crew. You can read more about [health and safety during travel on our website](#).

We once again want to thank you for being our partner and look forward to flying into the future together with you!

**WITH KIND REGARDS,
Andrew Fish – General Manager UK, Ireland, Benelux**

Agent Helpline 0330 808 11 88

<https://www.finnair.com/gb-en>

<https://www.finnair.com/gb/gb/easy> - Agent HELP website



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