

Please note the date of original ticket issuance on your bookings, most policies give 12 months to re-issue from this date. Not original OB travel date.

Top 10 Airlines					
Airline	Original Outbound Travel Dates	Fare Difference on New Booking, in the Same Cabin?	Travel Voucher?	Airline Bonus For Rebooking?	Full Refunds Permitted?
AC - Air Canada	01MAR20 - 07MAY21	Yes	YES, for travel until 30APR21. For AC cancellations on/after 19MAR20 the ticket is open for 24 months	No	Yes (only if flights are cancelled by AC before 19MAR20) (via GDS)
American Airlines	01MAR20 - 30SEP20	YES	YES, to travel until 31DEC21	No	Yes (only if flights are cancelled by AA) (via GDS)
Air France/KLM	04MAR20 - 31AUG20	If re-route YES, same destination & travel until 30NOV20, no fare difference	YES, reissue by 30JUN21	No	Flights cancelled by AFKL that are refundable, FOC refund. Non refundable tickets will take 12 months to refund via BSP
Delta Airlines	25FEB20 - 30SEP20	No fare difference, if reissued before 30SEP20	YES, travel until 31MAY2022	No	Yes (only if flights are cancelled) (via GDS)
Emirates	12MAR20 - 30NOV20	No fare difference, Unless the new PNR is to a different destination.	YES. Ticket can be kept open 760 days from the date of original ticket issuance	No	Yes (only if flights are cancelled, travel ban, lockdowns) (via BSP)
Etihad Airways	13MAR20 - 31JUL20	Yes	YES, book until 30SEP20 to travel until 31AUG21	Yes. See EY policy for details	Yes (only if flights are cancelled) (via BSP)
Qatar Airways	12MAR20- 31DEC20	NO, fare difference if travel until 31DEC20	YES	Yes. See QR policy for details	Yes (only if flights are cancelled or travel ban) non refundable taxes remain no refundable. (via GDS)
Singapore Airlines	24JAN20 - 30JUN20	YES	YES, travel until 31DEC21	Yes. See SQ policy for details	YES (via BSP)
Virgin Atlantic	01MAR20 - 30SEP20	No fare difference, If travel is completed by 30NOV20	YES, travel until 30SEP22	No	YES (only if flights are cancelled by VS) (via BSP)

All airlines					
Airline	Original Outbound travel date	Fare Difference on New Booking, in the Same Cabin?	Reissue by	Full refunds allowed?	Travel voucher?
A3 - Aegean Airlines	25FEB20-31JUL20	YES	12 months from original date of ticket issuance (not the departure date)	Yes (only if flights are cancelled) via BSP	YES
AA - American Airlines	01MAR20 - 30SEP20	YES	Same day as flight rebooking	Yes (only if flights are cancelled) via GDS	YES, to travel until 31DEC21
AC - Air Canada	01MAR20 - 07MAY21	YES	12 months from original date of ticket issuance (not the departure date)	Yes (only if flights are cancelled by AC before 19MAR20) via GDS	YES, to travel until 30APR21. (For cancellations occurred on after 19MAR20 credit can be used within 24 months)
AF - Air France	03MAR20 - 31AUG20	If re-route YES, if keeping the same destination and travel until 30NOV20 no fare diff (same cabin), if travel on/after 01DEC20, charge fare diff	By 30JUN21	Flights cancelled by AFKL that are refundable, FOC refund. Non refundable tickets will take 12 months to refund via BSP	YES, reissue by 20JUN21
AI - Air India	23MAR20 - 15JUN20	YES	12 months from original date of ticket issuance (not the departure date)	Yes (only if flights are cancelled) via GDS	NO
AM - Aeromexico	09MAR20 - 30JUN20	NO (only if flights were cancelled)	By 20APR21	NO	NO
AT - Royal Air Maroc	06MAR20 - 30JUN20	YES	12 months from original date of ticket issuance (not the departure date)	NO	NO
AV - Avianca	04MAR20 - 30OCT20	YES	By 31JUN21	Yes (only if flights are cancelled) via GDS	YES

Airline	Original Outbound travel date	Fare Difference on New Booking, in the Same Cabin?	Reissue by	Full refunds allowed?	Travel voucher?
AY - Finnair	16MAR20 - 30DEC20	NO (reroute not allowed)	12 months from original date of ticket issuance (not the departure date)	Yes (only if flights are cancelled or travel ban) (via GDS)	YES, to travel until 30Nov
BI - Royal Brunei	04MAR20 - 31AUG20	YES	760 days from original ticket date (not departure date)	Yes (only if flights are cancelled/suspended) (via BSP)	YES
BR - EVA	11MAR20 - 30JUN20	YES	By 02JUL20	Yes (only if flights are cancelled) (via GDS)	NO
CX - Cathay Pacific	17MAR20 - 30JUN20	YES	12 months from original date of ticket issuance (not the departure date)	YES (via GDS)	NO
DI/DY/D8 - Norwegian	12MAR20 - 30NOV20	YES	By 30NOV20, travel by 28FEB21	Yes (only if flights are cancelled) (via BSP)	NO
DL - Delta Airlines	25FEB20 - 30SEP20	No, if travel until 30SEP20 (same cabin)	Within 24 months from original travel date	Yes (only if flights are cancelled) (via GDS)	YES, travel until 31MAY22
EI - Aer Lingus	17MAR20 - 30SEP20	YES	12 months from original date of ticket issuance (not the departure date)	Yes (only if flights are cancelled) (via GDS)	NO, but change fee can be waived for a second time, reissue by 01AUG20
EK - Emirates	12MAR20 - 30NOV20	YES only if re-route	760 days from original ticket date (not departure date)	Yes (only if flights are cancelled, travel ban, lockdowns) (via BSP)	YES, original ticket can be kept with an open coupon status for 760 days from date of original ticket issue.
ET - Ethiopian Airlines	01MAR20 - 30AUG20	YES	12 months from original date of ticket issuance (not the departure date)	Yes (only if the ticket is refundable, ET will then waive the cancellation fee) via BSP	YES, to travel until 31DEC21

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EY - Etihad Airways	13MAR20 - 31JUL20	NO if travelling until 30JUL20	By 30SEP20	Yes (only if flights are cancelled) (via BSP)	YES, book until 30SEP20 to travel until 31AUG21
FI - Icelandair	11MAR20 - 30SEP20	YES	12 months from original date of ticket issuance (not the departure date)	Yes (only if flights are cancelled and no other option has been offered) via BSP	YES
GF - Gulf Air	12MAR20 - 30SEP20	NO, it travelling until 31JUL20	12 months from original date of ticket issuance (not the departure date)	YES (only if flights are cancelled) via BSP	YES, travel within 12 months from ticket issuance
IB	01MAR20 - 30JUN20	YES	12 months from original date of ticket issuance (not the departure date)	Yes (only if flights are cancelled) (via GDS)	YES (exclude IT/SO bookings)
KL - KLM	03MAR20 - 31AUG20	If re-route YES, if keeping the same destination and travel until 30NOV20 no fare diff (same cabin), if travel on/after 01DEC20, charge fare diff	By 30JUN21	If flights are cancelled - On a non refundable ticket they can only have a voucher. If the fare is refundable and the flights had been cancelled by KL, we can apply full for a refund. (via BSP)	YES, reissue by 30JUN21
KQ - Kenya Airways	05MAR20 - 30SEP20	YES	By 30JUN21	NO	YES, issue EMD by 30JUN21. EMD will be valid for one year
LA - LATAM	14MAR20 - 31AUG20	NO (unless if reroute)	12 months from original date of ticket issuance (not the departure date)	NO	NO

Airline	Original Outbound travel date	Fare Difference on New Booking, in the Same Cabin?	Reissue by	Full refunds allowed?	Travel voucher?
LHG - Lufthansa Group	19MAR20 - 30APR21	YES but 50EUR discount given for rebooking	By 31AUG20	Yes (only if flights are cancelled) (via BSP)	YES
JL - Japan Airlines	28FEB20 - 30JUN20	YES	12 months from original date of ticket issuance (travel by 31MAR21)	Yes (only if flights are cancelled) (via GDS)	NO
MH - Malaysia Airlines	13MAR20 - 31DEC20	YES	By 31DEC20	NO	YES, travel until 31JUN21
MK - Air Mauritius	13MAR20 - 30JUN20	No (if travel until 31DEC20)	By 31JUL20	As per fare rules, or after 24 months (via BSP)	YES
MS - Egyptair	19MAR20 - until the end of suspension period	YES	12 months from original date of ticket issuance (not the departure date)	NO	YES, to be used within 3 years
NH - All Nippon Airways	26FEB20 - 31AUG20	Change of RBD not permitted	By NH only, before 31MAR21	YES (via GDS)	NO
NZ - Air New Zealand	15MAR20 - 31JUL20	No if were due to travel before 31st March. Yes post 1st April20	30-Jun-21	Yes (only if flights are cancelled & departing or arriving in the UK/EU) (via GDS)	Yes, travel until 30JUN21
PR - Philippine Airlines	15MAR20 - 30JUN20	YES (only if re-route)	12 months from original date of ticket issuance (not the departure date)	NO	YES, to be used within 12 months of issuance
QF - Qantas	Until 30SEP20	YES	12 months from original date of ticket issuance (not the departure date)	Yes (only if flights are cancelled) (via GDS)	YES, travel until 31DEC21
QR - Qatar Airways	12MAR20- 31DEC20	NO if travel until 31DEC20	12 months from original date of ticket issuance (not the departure date)	Yes (only if flights are cancelled or travel ban) (via GDS)	YES

Airline	Original Outbound travel date	Fare Difference on New Booking, in the Same Cabin?	Reissue by	Full refunds allowed?	Travel voucher?
RJ - Royal Jordanian	17MAR20 - 15JUN20	YES	12 months from original date of ticket issuance (not the departure date)	Yes (only if the ticket is refundable, RJ will then waive the cancellation fee) (via BSP)	YES
SA - South African	Until 31AUG20	YES	Within 24 months from 25MAR20	NO	YES, travel until MAR22
SQ - Singapore Airlines	24JAN20 - 30JUL20	YES	By 30DEC21	YES (via BSP)	YES, travel until 31DEC21
SK-Scandinavian Airlines	05MAR20 - 15JUL20	YES	12 months from original date of ticket issuance (not the departure date)	Yes (only if flights are cancelled) (via BSP)	YES, travel until 31DEC21
TG - Thai Airways	18MAR20 - 26OCT20	NO(only if re-route)	By 24OCT20	Yes (only if flights are cancelled) (via BSP)	YES
TK - Turkish Airlines	21MAR20-31DEC20	YES	12 months from original date of ticket issuance (not the departure date)	Yes (only if flights are cancelled) (via BSP)	YES, travel until 31DEC21
TP - TAP Air Portugal	Until 30SEP20	YES but discount given for rebooking	By 31AUG20	Yes (only if flights are cancelled) (via BSP)	YES
TS - Air Transat	12MAR20 - 30JUN20	NO	Within 24 months of original ticketing date (not the departure date)	NO	YES, 24 months from original travel dates
UA - United Airlines	09MAR20 - 31DEC20	YES	Within 24 months of original ticketing date (not the departure date)	YES (if flights are cancelled and no re-protection has been given, or if the SC is over 6 hours) (via GDS)	YES, 24 months from original travel dates
UL - SriLankan Airlines	26JAN20 - 31DEC20	YES	By 31DEC20	Yes (only if flights are cancelled departures from 15MAR-31MAY20) (via BSP)	YES, travel until 30JUN21

Airline	Original Outbound travel date	Fare Difference on New Booking, in the Same Cabin?	Reissue by	Full refunds allowed?	Travel voucher?
UX - Air Europa	01MAR20 - 30JUN20	NO	12 months from original date of ticket issuance (not the departure date)	Yes (only if flights are cancelled) (via BSP)	YES
VN - Vietnam	11MAR20 - 30DEC20	YES	12 months from original date of ticket issuance (not the departure date)	Yes (only if flights are cancelled) (via BSP)	YES
VS - Virgin Atlantic	01MAR20 - 30SEP20	NO - If travel completed by 30NOV20, YES - if travel from 01DEC20	12 months from original date of ticket issuance (not the departure date)	YES (only if flights are cancelled) (via BSP)	YES, travel until 30SEP22
WF - Wideroe	12MAR20 - 30JUN20	YES	within ticket validity	YES (only if flights are cancelled) (via GDS)	NO
WY - Oman Air	From 01FEB20	YES	24 months from original date of ticket issuance (not the departure date)	YES (submit request in BSP once ticket has expired (12 months from ticket date)	YES, 24 months from original ticket date
WS - Westjet	02MAR20-31JAN21	YES	By 28FEB21	Yes (only if flights are cancelled) (via BSP)	YES, 24 months from original ticket date

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