

COVID-19 Travel Agent Advisories

Please be advised that our call center is currently experiencing high call volumes. For travel agency assistance or related questions and information, please call your respective sales office during normal business hours.

Country	Phone number
USA	808-838-6740
Australia	1-300-661-339
New Zealand	+64 9 9772227

Travel waiver guidance

Full details about each travel waiver will be shared in the pages following.

Schedule changes will run through your respective GDS and guests will be auto-protected and re-accommodated on alternative flights, however guests will be provided with alternative options to choose from. Please refer to the policies associated to network schedule changes and suspensions [here](#).

Ticket re-issue

- Tickets must be re-issued using electronic tickets showing revised itinerary
 - Guests must arrive kiosk-ready for HA and for all partners
**Note: Do NOT use the word "INVOL" or anything similar anywhere on the ticket.
An ADM will result if INVOL is shown.**
- When fare re-calculation is not required:
 - Do not re-price the ticket
 - Revise the fare calculation only to show the new itinerary
 - Retain original fare basis codes, fare component amounts, fare break points and taxes
 - No fees or additional collections apply
 - No partial refunds apply
- When fare recalculation is required, all standard procedures apply
- Endorsement box must show waiver code

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Travel waiver: travel flexibility and guests with existing bookings

April 22, 2020 (revised)

Tickets issued before March 1, 2020

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2019 CHNG	SSR OTHS/SW20 WV2019 CHNG

Rebooking and reticketing criteria

Impacted Travel	Original Purchase Date	Affected Travel Dates	New Travel Must be Ticketed On/Before	New Travel Must Commence No Later Than	Additional Information
Any Travel to/from/via: All Cities / Any Region	Before March 1, 2020	March 1, 2020 through Sept. 30, 2020	May 31, 2022	May 31, 2022	<ol style="list-style-type: none"> 1. This waiver allows for changes without fees (no limit to the number of fee-waived changes a customer may make to a reservation) for new travel booked for departure through May 31, 2022. 2. Any applicable fare difference will be collected for new travel booked, with each change, for departure through May 31, 2022. 3. Unused Value: For customers who choose to cancel their trip, the unused value of the ticket may be applied toward the purchase of a new ticket until May 31, 2022, without penalty. 4. Valid ticket: waiver policy is valid only for HA (173) ticket stock tickets.

Travel waiver: travel flexibility and guests with existing bookings

April 22, 2020 (revised)

Tickets issued between March 1-May 31, 2020

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2019 CHNG	SSR OTHS/SW20 WV2019 CHNG

Rebooking and reticketing criteria

Impacted Travel	Original Purchase Date	New Travel Must Commence (and travel credit used) No Later than	Additional Information
<p>Any Travel to/from/via:</p> <p>All Cities / Any Region</p>	<p>Ticket purchased between March 1, 2020 and May 31, 2020</p>	<p>Within 2 (two) years of original ticket issuance</p>	<ol style="list-style-type: none"> 1. This waiver allows for changes without fees (no limit to the number of fee-waived changes a customer may make to a reservation) for new travel booked within two (2) years of original ticket issuance. 2. Any applicable fare difference will be collected for the new travel booked with each change for departure through ticket expiration date. 3. Unused Value: For customers who choose to cancel their trip, the unused value of the ticket may be applied toward the purchase of a new ticket for a period of up to two (2) years from the original ticket issuance date, without penalty. 4. Valid ticket: waiver policy is valid only for HA (173) ticket stock tickets.

Travel waiver: COVID-19 related network schedule changes and suspensions

April 22, 2020 (revised)

We have reduced our flight schedules as a result of declining travel demand due to COVID-19 and will be offering unlimited flight change waivers for guests confirmed on impacted flights.

All tickets issued by travel agency partners must include the following waiver codes for flights impacted and notified through your GDS system as an automated schedule change, UN or WK status, in the Endorsement/Waiver Box of the ticket and the PNR.

Any flight impacted by a cancellation/suspension or major schedule change Schedule Changes initiated prior to April 22, 2020

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2018 SKDCHG	SSR OTHS/SW20 WV2018 SKDCHG

Rebooking and reticketing criteria

Impacted Schedule Changes / Suspensions	Affected Travel Dates	New Travel Must be Ticketed On/Before	New Travel Must Commence No Later Than	Additional Information
<p>Travel on any HA flights impacted by suspensions initiated from February 26, 2020 and until further notice</p> <p>Please refer to our schedule changes document here.</p>	Flights and dates that are part of COVID-19 related changes or suspensions	December 31, 2020	December 31, 2020	<ol style="list-style-type: none"> Unlimited Changes: Change your flight to travel by Dec. 31, 2020 to have change fees and fare difference waived Unused Value: Unused value of the ticket may be applied toward the purchase of a new ticket through ticket validity. For tickets issued before Mar. 1, 2020, ticket validity extends through May 31, 2022. For tickets issued on/after Mar. 1, 2020, ticket validity extends two (2) years from date of original ticket issuance. For Involuntary Schedule Changes (UN, WK status), refunds will be provided for affected itineraries in the affected travel date period. Please contact your respective sales office for waiver information.

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Schedule Changes initiated from April 22, 2020 until further notice

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2018b SKDCHG	SSR OTHS/SW20 WV2018b SKDCHG

Rebooking and reticketing criteria

Impacted Schedule Changes / Suspensions	Affected Travel Dates	New Travel Must be Ticketed On/Before	New Travel Must Commence No Later Than	Additional Information
<p>Travel on any HA flights impacted by suspensions initiated from April 22, 2020 and until further notice</p> <p>Please refer to our schedule changes document here.</p> <p>Updated Schedule Change Policy Effective April 21, 2020</p>	<p>Flights and dates that are part of COVID-19 related changes or suspensions</p>	<p>December 16, 2020</p>	<p>December 16, 2020</p>	<ol style="list-style-type: none"> 1. Unlimited Changes: Change your flight to travel by Dec. 16, 2020, to have change fees and fare difference waived; after Dec. 16, 2020, applicable fare difference will apply. 2. Unused Value: Unused value of the ticket may be applied toward the purchase of a new ticket through ticket validity. For tickets issued before Mar. 1, 2020, ticket validity extends through May 31, 2022. For tickets issued on/after Mar. 1, 2020 ticket validity extends two (2) years from date of original ticket issuance. 3. For Involuntary Schedule Changes (UN, WK status), refund options will be provided for affected itineraries in the affected travel date period that meet our schedule change policy. Please contact your respective sales office for waiver information.

International travel waivers: government self-isolation requirements

For our guests who have existing International bookings, travel waivers have been issued for government entry restrictions and/or self-isolation requirements which have impacted travel plans.

Waiver Number	Country	Rules	Endorsement Box	PNR SSR Field
20-15	Australia Government Restriction	<p>One-time change fee waiver under the following conditions:</p> <ul style="list-style-type: none"> • Tickets purchased by: March 14, 2020 • Affected travel dates: March 14-June 30, 2020 • New travel must be ticketed on/before: Dec. 31, 2020 • New travel must commence by: Dec. 31, 2020 <p>**Note: This waiver applies to voluntary change requests and must not be used if the customer's itinerary already includes an involuntary reroute (IROP) indicator for the affected flight segment</p>	WV2015 CHNG	SSR OTHS/SW20 WV2015 CHNG
20-14	New Zealand Government Restriction	<p>One-time change fee waiver under the following conditions:</p> <ul style="list-style-type: none"> • Tickets purchased by: March 13, 2020 • Affected travel dates: March 13-June 30, 2020 • New travel must be ticketed on/before: Dec. 31, 2020 • New travel must commence by: Dec. 31, 2020 <p>**Note: This waiver applies to voluntary change requests and must not be used if the customer's itinerary already includes an involuntary reroute (IROP) indicator for the affected flight segment</p>	WV2014 CHNG	SSR OTHS/SW20 WV2014 CHNG

Travel waiver: cancellation of the 57th Merrie Monarch Festival

March 12, 2020

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2012 CHNG	SSR OTHS/SW20 WV2012 CHNG

Rebooking and reticketing criteria

Impacted Travel	Affected Travel Dates	Eligible Ticketing Dates for Change Fee Waiver	New Travel Must be Ticketed on/before	New Travel Must Commence No Later Than	Additional Information
Any travel TO: Hilo (ITO) Kona (KOA)	April 11, 2020 through May April 17, 2020	On or before March 12, 2020	May 31, 2020	April 13, 2021	<ol style="list-style-type: none"> One-time change fee and refund fee waiver for travel that has been impacted by affected ticketing and travel date Hālau group that have been booked through Hawaiian Airlines Group Department should contact the Group Department directly.
Any travel FROM: Hilo (ITO) Kona (KOA)	April 15, 2020 through April 21, 2020				