

## Rwandair flexible policies on rebooking, cancellations and refunds

S/N	Criteria	Tickets issued on/before 30June 2020	Tickets issued on/after 01July – 31Dec 2020
1	Rebooking fees	<p>A three (3) time rebooking waiver is permitted free of charge provided it is within the same booked cabin. No fare difference shall be charged. Reservation fee is waived regardless of whether or not booked flight was cancelled. However, same RBD must be requested for rebooking if fare differentials exist due class mismatch. These three (3) rebooking waivers is permitted on all tickets issued within this period and passenger is allowed to rebook their tickets to any date not exceeding 31Jan 2021.</p>	<p>Fare rules as applicable to flexible tickets shall continue to apply on all flexible tickets.</p> <p>For non-flexible tickets, a one-time free rebooking on all classes is permitted within the same booked cabin free of charge. No fare difference shall be charged. However, same RBD must be requested for rebooking if fare differentials exist due class mismatch. This one (1) rebooking waiver is permitted on all tickets issued within this period and passenger is allowed to rebook their tickets to any date not exceeding 31Jan 2021.</p>
2	Ticket validity	Ticket valid up to December 2021.	One year ticket validity starting from ticket issue date (for totally unused tickets) or from the first outbound travel date (for partially used tickets), whichever is earlier.
3	Refunds	<p>Refunds by voucher credits only.</p> <p>NB: All credit vouchers are transferrable to anyone assigned by the passenger. Passenger must authorize such assignment by a signed letter attached to his proof of photo identification. The CM shall forward these details to RM for special approval. Authorization for transferring of credit vouchers must be received at least 14days to departure of the flight. Any request received by RM less than 14days to departure will not be accepted,</p>	<p>Refunds shall be applicable per filed fare conditions and through same mode of purchase.</p> <p>However, as a special case during this period, the following provisions (as filed in the system) shall apply;</p> <ol style="list-style-type: none"> <li>1. All tickets will be refundable during this period. Flexible tickets shall be refunded by cash through same medium of payments.</li> <li>2. For non-flexible tickets refunds is still permitted but restricted to credit voucher only. No cash refunds.</li> </ol>

4	Name change	One name change permitted provided airline is notified at least fourteen (14) days to scheduled departure. Airline shall execute on a case by case basis upon application.	One name change permitted provided airline is notified at least fourteen (14) days to scheduled departure. Airline shall execute on a case by case basis upon application.
5	Rerouting	Rerouting (change of O/Ds) within 200 Nautical miles of the booked O/D is permitted free of charge regardless of whether there is flight disruption or not. Request must be received at least 14days to departure.	Rerouting (change of O/Ds) within 200 Nautical miles of the booked O/D is permitted free of charge regardless of whether there is flight disruption or not. Request must be received at least 14days to departure.
6	Barter/Award tickets	Customers who cancel their barter/award tickets will have their miles credited for free, and the airline will refund the charges for taxes and fees as well.	Customers who cancel their barter/award tickets will have their miles credited for free, and the airline will refund the charges for taxes and fees as well.
7	Rule validity	These provisions are valid only on WB stock and remains valid till further notice	These provisions are valid only on WB stock and remains valid till further notice
8	These rules shall apply to all tickets issued within the period stipulated and its provisions shall apply regardless of whether or not there is a flight disruption. The rule shall remain in force till further notice by the airline.		