



Updated PW Waiver, Cancellation and Refund Policy due to COVID-19 Issue 2 - 30 June 2020

This tariff notice supersedes the previous notice issued on 16 March 2020 regarding this subject and applies to tickets issued on or before 31 May 2020 for travel up to 30th September 2021.

All bookings ticketed on or before 31 May 2020 will be exempted from ticket change fees.

This change waiver applies to:

- All fare types, including groups
- All affected destinations
- All points-of-sale

REBOOKING CONDITIONS:

1. Must rebook/reissue ticket by 30 September 2020
2. Complete travel by 30 September 2021
3. Rebook same booking class with no additional collection and change fee waived.
4. Tickets to be endorsed **COVID-19 PW FLIGHT/DATE**
5. No show fee will apply at all times except when the flight is cancelled involuntarily by the airline. Previous 'No-Show' passengers are not eligible for this waiver.
6. A maximum of 2 changes are permitted free of charge (see condition 1)
7. Customers can cancel their existing flight itineraries, retain the value of their tickets on an EMD and rebook their travel at a later date, when they are able to firm up their new travel plan (see condition 1)
8. PW reserves the right to withdraw or revise the conditions with notice.

NB: The above waivers are only applicable between JRO/ZNZ, ARK/ZNZ, NBO/ZNZ, DAR/NBO, DAR/EBB, JRO/EBB and NBO/JRO vv only.

Cancellations

1. Refunds will only be possible via EMD and valid for 12 months from the date of issue. Passengers can cancel the current booking and get an EMD that will be valid for 12 months from the date of issue to be used against the purchase of a new ticket
2. Customers who do not want to take advantage of the above option may still submit their tickets for refunds which will be processed according to the fare rules and conditions. However, due to the current situation, we ask for understanding as there will be delays in processing refund requests.