

## Rebooking policy

AEGEAN & Olympic Air Rebooking policy								
Type of reissue	Original Date of issue	Original flights dates	New Flights	Original flights status	Date of reissue	Rebooking fees	Fare difference	Rerouting
Involuntary	Any	Any	Any	UN or TK (more than 1 hour)	Within 3 days from flight status change (recommended)	No	No	Permitted according to current policy
Voluntary	Any	Any	Any	Any	Any time (Until further notice)	According to fare rules. For GoLight tickets please see below table	Yes	Permitted according to current policy
Voluntary to Flex fares only	Any	Any	Any	Any	18MAY20-15JUN20	No	Yes	Permitted according to current policy
Family Promo	Any	Any	1JUL20-6SEP20	Any	1JUL20-6SEP20	According to fare rules.	Adult: Yes if any CHD/INF: Yes if any	Permitted according to current policy
	24JUN20-30JUN20	1JUL20-6SEP20					Adult: Yes if any CHD/INF: No	

AEGEAN & Olympic Air Voluntary Rebooking policy - GoLight fares				
Type of reissue	Original Date of issue	Reissued till 17May	Reissued 18May-15Jun	Rebooking Fee eff 16Jun
Voluntary	Till 17May	No	No	One change permitted without rebooking fee
		Yes to GoLight	No	One change permitted without rebooking fee
		No, or Yes to GoLight	Yes to Flex	Unlimited free rebooking (Flex fare)
Voluntary	18May-15Jun	N/A	Yes to Flex only	Unlimited free rebooking (Flex fare)
Voluntary	On/after 16Jun	N/A	N/A	Rebooking fee applies according to fare rules

## Questions & Answers

### Family Promo

**The Promo also includes 50% off on preferred seats and pets. Could I get this discount through GDS?**

No, it must be managed with a Promo Code through our website.

**Can we apply the discount 50% off to preferred seats and pets with a Go-Light Fare?**

Yes, the discount is eligible for all Fares.

**Is an unaccompanied child eligible for the Family Promo?**

No, a child must be accompanied by at least one adult.

**Do the adults and children have to be listed in one booking?**

Yes, adults and children must be booked in one PNR. If an adult has already booked a PNR/ticket and in a later stage requests to travel with his/her child, the new booking for the child must be TCP with adult's PNR. If the date of travel is within the family promo period and the date of ticket issuance (date of sale) is also within this period, the price will be calculated with the family promo discount.

**Does the family promo also apply to GoLight Fares?**

Yes, the discount is eligible for all Fares.

**Is it allowed to check in more pieces of luggage with a Family Promo booking?**

Yes, the child and infant tickets are eligible for one additional piece of luggage (free of charge) in all fare families and RBDs.

**Is the Cabin Baggage (CBBG) for Car Type Seat for Infant also eligible for the Family promo discount?**

As CBBG is priced and issued with child fare discount, it will also apply to the discount of family promo. Therefore, if the PNR contains one adult and one infant plus one seat for CBBG for the Car Type Seat, the infant and the CBBG will be priced with the discount of family promo.

**If I have to rebook and re-issue Family-Promo-Tickets after September 6th outside the promotion, is the child/infant still allowed to take 2 pieces of luggage?**

No, in the event of re-issue outside the promotional period, the free baggage allowance must be changed and must follow the normal fare rules.

### Reinstatement of GoLight Fares on/after 16<sup>th</sup> June

**My customer has a GoLight ticket that has not been converted to a Flex ticket during the Flex only period (18/5-15/6) and needs to check in luggage. What are the fees?**

Please note that high season- excess baggage charges will not be applied from 16th June 2020 to 15th June 2021. Low season rates will be applied for this period.

More information can be found at:

<https://en.about.aegeanair.com/travel-agents/helpdesk/baggage/excess-baggage/>

**My customer has a GoLight ticket that has not been converted to a Flex ticket during the Flex only period (18/5-15/6). How many and which pieces of luggage can he take on board?**

Only one personal item per passenger (laptop/handbag or carry-on luggage) is allowed on board (cabin) in order to avoid unnecessary crowding in the aircraft cabin.

Please find below the cabin weight and size allowance for onboard items:

ONLY 1 ITEM CABIN ALLOWANCE	
Business	Economy
1PC maximum of 13kg and (58X45X25)	1PC maximum of 8kg and (56X45X25) Jet (55x40x23) Turboprop
Infants :1PC maximum of 8kg and (55x40x23)	

**Passenger with GoLight ticket wants to pay difference of 25eur to change into Flex. Any other penalty has to be charged?**

A GoLight ticket may change as per fare rules only to GoLight.

**I have issued a GoLight ticket on/ after 16<sup>th</sup> of June, is it eligible to 1 free rebooking?**

No, for tickets issued on/after 16<sup>th</sup> of June rebooking follows the fare rules.

**Will new itineraries be automatically priced with Flex fares only?**

No, on/after 16JUN all new flights may automatically be quoted in both Flex and GoLight fares.

**My customer has a GoLight ticket that has not been converted to a Flex ticket during the Flex only period (18/5-15/6) and needs to rebook it. What are the options?**

For GoLight tickets issued before 18May, we are offering the option of one change free of charge. For any subsequent changes, rebooking fees will be applicable.

## Flex only fares 18MAY-15JUN

**Will new itineraries be automatically priced with Flex fares only?**

Yes, during the "Flex only fares" period all new flights will automatically be quoted in Flex fares only.

**Rebooking of GoLight allowed into Flex, but is the reissue Free of charge?**

Yes, during the "Flex only fares" period rebooking fees will be waived. Any Fare/TAX difference should be collected.

**If there are Baggage EMDs already purchased to fly on GoLight and ticket is reissued to Flex, will the relevant associated EMDs be refunded?**

Baggage EMDs cannot be refunded, they may remain open for future use within EMD validity.

**In case of no-show on the original GoLight ticket, will the no-show fee apply?**

Yes, it will apply if the original ticket is a GoLight fare.

**After a reissue from GoLight to Flex will the new ticket follow Flex fare conditions? Will it be subject to refund according to flex fares rules?**

Yes, the new ticket will follow Flex fare rules and conditions. However, the original non-refundable amount will remain non-refundable.

**After 15JUN will it be possible to reissue from Flex to back to GoLight if the original GoLight ticket was reissued to flex during flex promo?**

A GoLight ticket that was changed into Flex can only be reissued into Flex.

## **UN/TK (Schedule change) Involuntary reissue**

**Tickets with cancelled (UN) or rescheduled by at least one hour (TK) flights, operated by Aegean Airlines or Olympic Air, can be reissued as involuntary.**

**Are non-UN flights eligible for involuntary reissue?**

Involuntary reissue applies only for cancelled flights, or flights with a schedule change of more than 1 hour from original schedule.

**Can tickets with affected flights remain open?**

Involuntary reissue is recommended to be done within three days after UN or TK notification.

**Can I make more than one involuntary reissue on affected tickets?**

Only one involuntary reissue is allowed, unless new ticket flights are also cancelled or rescheduled for more than one hour.

**Is involuntary reissue valid through Farelogix?**

Yes, involuntary reissue can be done via Farelogix

**If a ticket is involuntary rebooked but the passenger still does not wish to travel due to Covid19, can he rebook (involuntary) his ticket again?**

Only if new flights are also cancelled or rescheduled for more than one hour.

**My customer has redeemed his credit voucher and booked a new flight. What happens if the new flight is also cancelled?**

Ticket is eligible for the options we offer for UN flights.

**Please inform me about the available options for UN flights.**

- ✓ Involuntary reissue is allowed
- ✓ Keep the ticket open
- ✓ Apply for a voucher, but the ownership of the ticket will change

## **UN / TK - Retain tickets open**

**Is re-routing permitted in the case of a UN flight?**

Yes, according to the re-routing rules (same country of origin / from-domestic may change to-domestic & from-international to-international)

**What is the validity of open Tickets?**

For totally unused tickets, valid for 12 months from the issuance date

For partially used, valid for 12 months from the date of the first flight

<https://en.about.aegeanair.com/travel-agents/helpdesk/sales-letter/190320/>

### How can I keep a PNR open with UN flights?

<https://en.about.aegeanair.com/travel-agents/helpdesk/sales-letter/230320/>

### How can I keep a PNR open with UN flights in Farelogix?

No action is needed, PNR will remain active for 1 year.

### When trying to insert a dummy segment, I get an error, what should I do?

Please contact your GDS Help Desk for assistance.

### What is the validity of kept-open-PNRs and how do I do the reissue?

Keep open a PNR is a tool that helps display the ticket information. A new PNR should be created for the reissue according to the ticket's validity.

### How can I do the rebooking if the tickets were issued via Farelogix?

Please select the section on reissuing open tickets from the following Farelogix manual link:

<https://www.olympicair.com/en/travel-agents/oa-f1-manual/>

### The system informs about ATC waiver but what entries should be used?

Please contact your GDS Help Desk for assistance.

### I have a Miles+Bonus customer who cannot fly due to flight cancellations. Will his status be automatically extended?

Please visit the following link for all relevant information:

<https://en.aegeanair.com/aegean-announcement/>

### A customer has rebooked his ticket to any date during a rebooking promotion, just to keep it active. The date he chose was not convenient, so he wants to rebook again. Does he have to pay a rebooking fee?

Will follow the policy in place at the time of reissue

## Voucher information:

### Can a passenger who has booked a ticket in a travel agency request a voucher for a UN flight?

Yes, please follow the link: <https://en.aegeanair.com/voucher-application/>

### Until when can the voucher be requested?

6 months from the date of the UN

### How long does it take to receive the voucher after I have submitted the application?

Maximum 30 days

### What value is included in the voucher?

Voucher is issued against the value of the ticket plus the value of any EMD associated in the ticket except of EMDs issued for unaccompanied minor (UMNR) and cabin baggage (CBBG). Moreover, if first cancelled or schedule changed flight of a ticket has travel date on/after 01JUL20 and was cancelled/schedule changed on/after 28MAY20 are entitled to a 10% top up value for ticket redemption. In case of refund, top up value is non-refundable.

### What is the validity of the voucher?

The voucher is valid for 18 months from date of issue. After this date voucher value can be refunded.

**Can the value of the voucher be refunded?**

Voucher can be refunded, after 12 months from the date of issue.

**Do vouchers have blackout dates and destinations?**

Vouchers can be used for all A3 & OA destinations without blackout periods.

**The client has already requested a voucher for a refundable fare, can the voucher or the ticket for the new flight be refunded?**

If the voucher has not been used can be refunded after 12 months from the date of issue. The new ticket follows the relevant fare rules.

**What happens if the voucher is redeemed for a ticket with a lower value than the value of the voucher?**

The unspent amount remains in the voucher and can be refunded after 12 months from the UN date of issuance or used for another flight booking within 18 months from date of voucher issuance.

**Do I have to fill in a form for every passenger of the same booking?**

Yes, vouchers are issued per passenger.

**Do I receive a single voucher for the entire booking value?**

No, voucher is issued per passenger, except for family PNRs.

**What happens if passengers need different solutions in the same booking, e.g. date changes?**

Please split PNR and perform actions separately.

**Can I receive the voucher under the name of the agency or is it nominative?**

No, vouchers are issued in the name of the passenger and cannot be used for any other name.

**Can I request a voucher for kept open PNRs?**

Yes, within 6 months from the date of cancellation.

**Can I change the passenger name when I book a new flight with the voucher?**

No, the voucher is issued in the name of the passenger, so the new booking is only valid for that name.

**Do I have to cancel the booking before I request the voucher?**

The PNR should be cancelled before the voucher is requested.

**How can I request a voucher if the flight is still active in the system, but I know that the route will be cancelled?**

As soon as the status of the segment changes to UN, you can request the voucher.

**Can a voucher be requested for tickets with flights that have not been cancelled?**

The voucher can only be requested in case of cancellation or rescheduling by A3/OA of at least one of the flights on the ticket.

**My customer has used the promotion and rebooked his flight. Can he still receive a voucher if the new flight is also cancelled?**

Yes, he will still be entitled to a voucher.

**Will my seat reservation or luggage be included in the voucher?**

Yes, except EMDs for UMR and/or cabin baggage

**Is it possible to include two PNRs in one voucher since it's for the same passenger with two different ticket numbers? Ex: 1<sup>st</sup> ticket BEY ATH and 2<sup>nd</sup> ticket ATH RHO.**

No, vouchers are issued per passenger and per ticket number, except for family PNRs.

**Can a travel agent issue a ticket against a voucher?**

No, the ownership of the ticket changes once a voucher is issued.

**Can I split the total amount of a voucher into more than one ticket?**

Yes, the unspent amount remains in the voucher and can be refunded after 18 months from the UN date or used for another flight booking.

**If I have re-issued a ticket without re-booking fees and passenger decides to request a credit voucher, is this option still available?**

This option is only available if the new flight is cancelled or affected by a schedule change (UN/TK).

**Can the credit Voucher be used in A3 future promos or not?**

Yes, if such promo is in place

**What is the procedure for issuing a ticket against a voucher?**

The ticket is booked on the AEGEAN website.

**I have booked an AD-ticket that was cancelled. Can I convert this into a credit voucher?**

Yes, AD50/AD75 tickets are eligible for vouchers.