

## Update: Current Rebooking & Cancellation Information due to Covid-19

All passengers whose Condor flights have been cancelled due to Covid-19 between March 13, 2020 and October 31, 2020 are offered a free of charge rebooking until October 31, 2020 to a later travel date within the bookable flight plan or to an alternative travel destination within the Condor route network and that of its partner airlines. Possible upsells due to fare differences are to be borne by the customer.

Alternatively Condor offers the option to convert unused coupon and ticket values into a residual value EMD that can be deducted from/off new future Condor bookings.

Rebooking to an already newly defined travel date:

Your affected customer can opt for a free rebooking within the entire Condor route network on 881 ticketstock. When reissuing the ticket to the new itinerary, please add the waiver code "corona" in the endorsement box and collect applicable fare and tax differences. Should the new itinerary result in a lower fare, a partial refund cannot be granted. A revalidation is not allowed.

Rebooking to a travel period not yet defined within the ticket validity:

Please eliminate all irrelevant flight segments in the existing PNR without any delay and insert a HOLD element\* as well as a Remark stating the waiver code "corona".

As soon as a new travel date and flight routes are known, the new flights can be booked in the original PNR and the original ticket shall be reissued without collecting a rebooking fee but charging the applicable fare and tax difference.

When adding new flight segments in the existing PNR, please make sure that you monitor the new ticket time limits generated by the system.

To enable you to proceed with the ticket reissuance, the status of the unused (status U) flight coupons need to be re-opened (status O) in the original ticket. Please request the coupon status change via queue FRADE098H/0 (Amadeus user) or e-mail [GDS-help@condor.com](mailto:GDS-help@condor.com) (Sabre, Galileo, Worldspan user).

When pricing the applicable fare based on the new travel dates, the original booking date of the PNR needs to be suppressed. Please use the following pricing entry format: FXP/R,DO-ODB (Amadeus).

Should the new itinerary result in a lower fare, a partial refund cannot be granted. In any ticket reissuance case please add the waiver code "corona" in the endorsement box. A revalidation is not allowed.

Ticket refunds resulting from cancelled Condor or de-/feeder flights, issued on 881 ticket stock:

Should a rebooking not be an option for your customer, you may submit a refund application for unused flight coupons within 881 tickets through BSP Link. ARC agencies can still process partial or full refunds through GDS. All inactive or no longer required flight segments have to be eliminated from the PNR.

Due to an increased number of requests in our service center you may experience longer waiting times for which we would like to apologize in advance and thank you for your patience.

\*HOLD element input formats for relevant GDSs:

GDS: Amadeus (1A)

Entry: RU 1A(=Vendor code - always Amadeus) HK1(=number of pax) FRA(=city code) 22MAR(= valid until)/ FREE TEXT

Example: RU 1A HK1 FRA 22MAR/DUE CORONA

GDS: Sabre (1S)

Entry: 0 (zero) OTH DE GK1 FRA (=city code) 22MAR (=valid until)- FREE TEXT\*

Example: 0OTHDEGK1FRA22MAR-DUE CORONA

\*The free text is not transmitted to Condor, it is only for the agency

GDS: Galileo (1G)

Entry: 0 (= zero)TURDE BK1(=number of pax) FRA (= issuing office) 22MAR (= valid until)-FREE TEXT

Example: 0TURDEBK1FRA22MAR-DUE CORONA

GDS: Worldspan (1P)

Entry: TNDE MK1 (=number of pax) MIS22MAR (= valid until)/AN-RETENTION LINE DUE CORONA

Example: TNDEMK1MIS22MAR/AN-RETENTION LINE DUE CORONA

GDS: Apollo (1V)

0 (= null)TURDE BK1(=number of pax) FRA(= issuing office) 22MAR(= valid until)-\*\*FREE TEXT\*\*

Example: 0TURDEBK1FRA22MAR-\*\*RETENTION LINE DUE CORONA\*\*

Change of an unused 881 ticket into a residual value EMD (RSVT) for future Condor flights outside of the ticket validity:

Passengers affected by flight cancellations whose tickets lose its validity prior to rebooking onto an alternative flight with Condor or that of its partner airlines, can also use the credit of unused coupon and ticket values for future flights on Condor.

Instructions for issuing a corresponding “residual value EMD for future air transportation” can be found [here](#).