

Please take into account the updated information (as from 14/08/2020) regards to UIA COVID-19 policy.

For tickets on actually cancelled flights due to the impact of COVID-19 the following actions can be taken:

- Date change for travel on PS flights without penalty and fare difference in the original RBD within ticket validity. If the original RBD is not available please contact pshelpdesk@flyuia.com to book U-Class. While ticket reissue it is important to save all the information/calculation as in the original/previous ticket and add following information into Endorsement field - SCHDL CHNG d/t COVID-19.

Please note that reissue of tickets for the travel during the period of high demand (see table below), in case the original RBD is not available, is possible without penalty but difference between fares should be paid.

Flights	Periods of high demand
All PS flights	19/12/20 – 10/01/21 29/04/21 – 10/05/21 18/12/21 – 10/01/22
TLV	09/09/20 – 18/09/20 from TLV 20/09/20 – 25/09/20 to TLV 10/12/20 – 14/12/20 from TLV 13/12/20 – 18/12/20 to TLV 20/03/21 – 05/04/21 12/05/21 – 20/05/21 01/09/21 – 30/09/21 20/11/21 – 10/12/21
JFK	12/05/21 – 20/05/21 01/09/21 – 30/09/21 20/11/21 – 10/12/21

- Reissue ticket for further transportation on UIA flights through EMD DEPO (Travelport, Galileo)/CDET (Amadeus) on original passenger name. It is valid 1 year from date of issue of EMD. New ticket should be issued on the flight date which doesn't exceed 361 days from the date of booking (outbound - inbound).

- Refund (full or partial) can be processed via BSP/Refund Application form. Waiver code - COVID-19

IMPORTANT! Due to the large number of requests we currently receive, refunds are being made within 7 - 90 days from the date of receipt of the request.