

INFORMATION ON MEASURES DUE TO COVID-19

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WAIVER 201381-DW - CORONAVIRUS

Version 17

Considering the statement by the World Health Organization regarding the Public Health emergency of international interest caused by the Coronavirus, we hereby inform that Avianca Holdings has enabled the following commercial waivers:

- For tickets **issued until January 31, 2020** to and from China with **travel date during 2020.**
- For tickets **issued until February 26, 2020** to and from Italy with **travel date during 2020.**
- For **tickets issued until August 31st, 2020** on all AVH flights with travel date **between March 1st, 2020 and until October 31, 2020.**

Considerations:

- Applies for date, flight and route changes between common points, without penalty for itinerary changes or fare difference, for passengers with original flight date until **November 30th, 2020**. If the route change is requested for non-common points, fare difference will be charged.
- If the original flight date in the ticket is after **December 1st, 2020 until December 31st, 2021**, charges for itinerary changes will be waived and fare difference will be charged, even if it is a change between common points.
- Changes to the itinerary may be requested until **December 31st, 2021** for travel until **December 31st, 2021**.
- Applies for no-show passengers with travel dates between **March 1, 2020 until October 31st, 2020**. If the travel agency cannot open the booking to make itinerary changes, please contact CCE.
- If the client decides not to travel and does not want a refund [he or she must be directed to the voucher option offered on our website \[www.avianca.com\]\(http://www.avianca.com\)](#)

Jul 29th, 2020

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- For XS tickets:
 - On GDS AMADEUS, the change may be requested through ATC for tickets issued as of April 4th. If it is not processed automatically it must be done manually.
 - On other GDSs, the itinerary may be rescheduled and the change must be done manually.
- XS Brand changes can be done manually for other GDSs.
- **Number of Changes:** We increased the number of tickets with new **travel date before November 30th, 2020** allowing **multiple changes**. Agencies are allowed a maximum of 3 changes. The following applies to all tickets (regardless of the purchase date and whether they have been affected or not):
 - Multiple changes, without fare difference or penalty, if the travel date is before **November 30th, 2020** while in the same cabin and between common points. If the change is made with non-common points, a fare difference must be charged.
 - For changes after **November 30th, 2020** and until **December 30th, 2021**, penalties will be waived only once; as of the second change on, a penalty for change and fare difference will be charged.
 - All of this with new maximum travel date of **December 31st, 2021**.
- Please note that compensation does not apply for this situation.
- Changes to your booking will be allowed when the itinerary is affected, as long as the dates of the affected flight are within the waiver's validity dates.
- Refund applies subject to the conditions of the fare.

Applies to:

- Group reservations with deposit, without issued tickets
- Group reservations with issued tickets
- Tickets with commercial, IT, Corporate or private fares
- EMD's purchased for an Ancillary
- For tickets redeemed with LifeMiles changes of itinerary or destination are allowed when the ticket is unused.
- For partially used tickets issued with LifeMiles **only** itinerary changes are allowed.
- Non-revenue tickets
- Tickets issued with any AVH group plates for the full OD.
- Tickets issued jointly with a partner airline
- If the passenger shows travel continuity to and from China and to and from Italy, in the same contract of carriage or in separate contracts of carriage, regardless of the date of continuity of the trip, add waiver code "10381-DW" to an OSI or REMARK with the ticket number or carrier in the reservation to self-manage the change.

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- For passengers who continue their travel via ground under Renfe on the same ticket, the condition is subject to fare conditions.
- Changes for outbound or inbound segments apply as long as one of the segments falls within the waiver dates.

AVH COMMON POINTS

In the event of an operational change and to optimize the network and help passengers find reaccommodation alternatives, the following routes have been defined as common points: The common points COVID19 applies only during COVID19 waiver period.

| COMMON POINTS | |
|-----------------|-------------------|
| CURRENT | COVID19 |
| CTG-BAQ-SMR | VUP-RCH -SMR * |
| BGA-EJA-CUC | MTR-CZU + CTG* |
| PEI-AXM-MZL | IBE-NVA* |
| CLO-PSO | PSO-TCO* |
| CLO-TCO | EOH-MDE* |
| CLO-PPN | OCC-UIO* |
| PSO-PPN | CUR-AUA* |
| NVA-FLA | TGU-SAP-RTB* |
| YYZ-JFK | LHR-MUC, MAD-MUC* |
| BOS-JFK-EWR-IAD | GRU-GIG-POA* |
| DFW-IAH-LAX-SFO | |
| ORD-JFK | |
| MIA-FLL-MCO | |
| GYE-UIO | |
| GYE-MEC | |
| SCY-GPS | |
| PUJ-SDQ | |
| GUA-FRS | |
| TGU-SAP | |
| MAD-BCN | |

BOOK WORRY- FREE

1. What is "Book Worry – Free"

It is an initiative that we carry out so that the client can change his itinerary without paying a penalty to destinations operated by Avianca.

2. For what type of tickets does " Book Worry – Free" apply?

The measure applies to purchases / redemptions between **March 4th and August 31st, 2020** on all international routes and between **March 14 and August 31st, 2020** on all domestic routes operated by Avianca, to fly until **31st December, 2021**. The client has the option to change the itinerary without penalty, although he may apply a charge for fare difference according to the flight date restrictions mentioned in the exemption. Additionally, as it is an external and exceptional situation, no compensation is applied.

Terms

- Applies to tickets issued - purchased - on all fares and to redemption and group tickets on flights operated by Avianca.
- For tickets purchased to travel after **June 30th 2020**, the date change must be made with 15 days notice to the original date of the flight.
- The ticket can be left open until you define the date of your trip.
- The new trip must be completed by **December 31st, 2021** or until the original validity of the ticket, whichever comes first.

- If the new travel date is before **November 30th, 2020** the fare difference will be waived (unless the change is for non-common points). If the new travel date is after **December 1st, 2020**, only the penalty will be waived and fare difference charges may be charged or miles may be redeemed.
- **Number of Changes:** We increased the number of tickets with **new travel date before November 30th, 2020 allowing multiple changes. Agencies are allowed a maximum of 3 changes.** The following applies to all tickets (regardless of the purchase date and whether they have been affected or not):
 - Multiple changes, without fare difference or penalty, if the travel date is **before November 30th, 2020** while in the same cabin and between common points. If the change is made with non-common points, a fare difference must be charged.

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- For changes **after December 1st, 2020 and until December 31st, 2021**, penalties will be waived only once; as of the second change on, a penalty for change and fare difference will be charged.
- All of this with new maximum travel date of **December 31st, 2021**.

These measures do not apply for travelers who are responsible for missing their connections

VOUCHER AVIANCA

1. What is the voucher?

It consists of a booking and/or ticket with pending unflown segments or coupons that you may use for a future trip. This includes ancillaries or EMDs you had already purchased.

2. Is a voucher the same as an EMD?

No. The voucher is the booking, ticket or EMD you did not use due to the emergency health situation of COVID-19, based on Avianca's waiver policy.

3. Is the voucher a balance in favor I can use to purchase another ticket with a different route, date or name?

You can use the voucher as a method of payment to purchase another ticket with a different route and/or date. If for some reason, you would like to request a name change to the voucher, having in mind that this is tied to your original ticket (or to the tickets link to the reservation), transferring your voucher to another person implies changing the names of tickets within the reservation and you must renounce the benefits of exoneration. In this case, it is necessary to prepare a new reservation, requote, establish if there is a difference of fare and reissue the ticket; in addition, any corresponding penalties should be collected. Remember that the change of name only applies in unused tickets.

4. Is the value of the voucher equivalent to 100% the value of the ticket or is anything discounted?

The value of the voucher is equivalent to the value of the unused ticket or segment, including applicable taxes.

5. What happens if the conditions of the ticket do not match the conditions of the voucher?

The conditions of the voucher are the same as those in the waiver policy and they govern over those of the ticket. We have extended the expiration date of tickets until **December 31st, 2021** based on those conditions:

- a. It applies to all international and domestic flights scheduled between **March 1st, 2020 and October 31st, 2020**, regardless of the date of purchase. (The times in this policy will be revised subject to the evolution of current circumstances).

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- b. It must be redeemed by **December 31st , 2021** for the purchase of tickets with a maximum travel date of **December 31st, 2021**.
- c. **Number of Changes:** We increased the number of tickets with **new travel date before November 30th, 2020 allowing multiple changes. Agencies are allowed a maximum of 3 changes.** The following applies to all tickets (regardless of the purchase date and whether they have been affected or not):
 - i. Multiple changes, without fare difference or penalty, if the travel date is **before November 30th,2020** while in the same cabin and between common points. If the change is made with non-common points, a fare difference must be charged.
 - ii. For changes **after December 1st, 2020 and until December 31st, 2021**, penalties will be waived only once; as of the second change on, a penalty for change and fare difference will be charged.
 - iii. All of this with new maximum travel date of **December 31th, 2021**.
- d. It may only be used for direct or connecting flights operated by Avianca, TACA, Avianca Ecuador and/or Lacs and it may also be used for codeshare flights with other airlines, purchased through Avianca's channels.
- e. It will be issued for the total value of the unflown ticket. The value of the administrative fee can be discounted depending on the channel on which the unflown ticket was purchased.
- f. It will be sent to the email registered on the form within twenty working days after correctly completing the form and submitting it.
- g. It is not transferable, endorsable, or refundable for cash.
- h. A person with an open booking who decides not to accept the voucher can make changes on the website on the same booking or request a refund.
- i. If the ticket was purchased at a travel agency, the client must contact the agent to reschedule a new itinerary and/or receive help with their current itinerary.
- j. The voucher is not transferable or endorsable.

6. Considerations:

- a. It may be redeemed for the purchase of tickets, special services, penalties, additional baggage, excess baggage charges and other products and services offered directly by Avianca.
- b. For partially used tickets, the voucher will correspond to the value of the fare selected when the purchase was made for the unused segment.
- c. The voucher applies to all persons included in the same booking.

- d. If the value of the voucher is expressed in a currency other than the redemption currency, the conversion will be made to the local currency of the redemption country using the current exchange rate applicable to the sale of tickets.
- e. The conditions and restrictions of the fares of the new tickets purchased shall apply.
- f. If there is a balance in favor, a new voucher will be used to the original holder, subject to the same conditions and validity of the original voucher. A notice will be sent to the client as to how to use the voucher.
- g. The person on behalf of whom the voucher is issued is responsible for its security and good use. Avianca, as issuer of the voucher, is not liable for its loss or improper use.
- h. Issuing the voucher guarantees the air transportation service of the ticket holder for the ticket not flown.

7. How does the voucher apply if my booking was made using miles?

The voucher as such does not apply to tickets redeemed with miles, however, a passenger with a ticket purchased with miles and with an original flight date **between March 1, 2020 and October 31st, 2020** may request a change through the Call Center or LiveChat (pax Diamond and Gold only) once you have defined the new date of your, to fly until **December 31, 2021**. It is important that the pax reviews the terms and conditions of the mileage tickets, in the section "Flexibility for your changes with tickets redeemed with Miles". Miles tickets have the following terms and conditions:

- Applies for tickets issued with miles **until August 31, 2020** with original flight date between March 1, 2020 and October 31, 2020, to reschedule your new trip until December 31, 2021, without penalty and completing the **new trip until December 31, 2021**.
 - If the new flight date is prior **to November 30, 2020** and the ticket is not used, multiple changes may be made without penalty or difference of fare (if it is on the same route or common points). Route changes can only be made to no-common points, if the ticket is less than 1 year old and, in this case, charges for difference of fare may apply.
 - Route changes are not allowed for partially used tickets, regardless of when the new travel date is, or when it was issued.
 - These changes can only be made through our Call Center or LiveChat (for Diamond and Gold pax)

Consider the following terms:

- If the mileage ticket is unused and is less than a year since issued, you may change the itinerary (date and time), change the route of the trip and request a refund of miles.
- Unused mileage tickets, but with more than 1 year of issued, may request a change of itinerary, but they CANNOT request a change of route or refund.
- Partially used tickets only allow changing the itinerary (date and time), do not allow change of route or refund.
- Mileage tickets redeemed with Avianca are not subject to availability or the same fare class you purchased; for tickets redeemed with Star Alliance airlines, the change requires availability in the same class of purchased.
- No Redemption fee collection, only in the case that you desist from the trip, the ticket is unused, is less than one year from issued and the flight is less than 60 days from the date of the request for the refund.
- Charges that do apply: o Service fee for re-issue (voluntary changes) o Fare difference (in changes with a new flight date after December 1, 2020) o Redemption fee at in-person channels (except for Diamond)
- AV ticket changes: any change is allowed regardless of availability on the class on which it was issued. Fare difference is charged.
- Star Alliance ticket changes: the same fare class on which the booking was issued must exist.
- Conditions for changes to unused tickets allows: itinerary change (date and time) and route as long as the ticket is less than 1 year since issued. If it is more than 1 year from issued, you can only make a change of itinerary, neither change of route nor request for refunds.
- Conditions for changes to partially used tickets allows: itinerary change (date and time). Does not apply for change of route or refunds.

8. Why does my partially used ticket not allow route changes?

When redeeming your ticket, the required taxes and miles may be calculated depending on the origin or destination. When a trip has begun, it is impossible to recalculate taxes as they have already been earned.

9. Can I request a voucher even if my ticket does not meet the active waiver conditions?

No, you may not. The conditions to request a voucher are the same as those of the active waivers.

10. If my new ticket is for a different value than the voucher, what happens to the balance in favor or difference?

The balance in favor will be rendered as a document known as an EMD (Miscellaneous Document) for the residual value, which may be used in future purchases of ancillaries and tickets.

If the value of the ticket exceeds the value of the voucher, the voucher will be redeemed and a new method of payment must be used to pay for the additional value.

11. How can I see the voucher in the system?

The voucher identifier will be the same reservation and/or ticket number of the original PNR. An additional number will not be generated for the voucher. The original record and/or ticket number can be used to search for the booking.

The passenger booking code and/or ticket / EMD associated to the passenger may also be used.

12. How is it shown in the system that the client accepted the voucher?

It is shown in the passenger's booking. It is shown by an SR OTHS ZZ- PASSENGER DOES NOT WANT A REFUND AND CHOOSES A VOUCHER COVID-19 10381.

13. . What must I do if I have not received the voucher? The Voucher will be sent to your email address within a maximum period of 20 working days.

14. I do not want a voucher; I want my ticket refunded. What must I do?

Within dates covered by the COVID-10 waiver (between March and October 2020) we invite our clients to receive an Avianca voucher as a refund, registering on the website. The value of the voucher will be the value of your purchase or unused segment, including applicable taxes, regardless of the fare conditions of your ticket (including non-refundable fares) and you may later reschedule your trip until December 31, 2021, without penalties.

Another alternative is to leave the ticket open and unused, to later reschedule the trip when you have a new date until December 31, 2021. If the passenger does not choose any of the above options, he or she may request a refund on the refunds page for your region on avianca.com. It shall be the value of the ticket or unused segment, including applicable taxes, regardless of the fare conditions thereof. However, at this time and due to a high volume of requests due to the global contingency of COVID-19, the request may take some time before it is resolved. At this time we do not have an estimated processing time.

Outside dates covered by the COVID-19 waiver (as of November 1, 2020) we suggest leaving the unused ticket open and waiting for government regulations to change, the penalty waiver covered by the voucher is extended, and the conditions to be more clearly defined to receive your Avianca voucher as a refund or reschedule your trip without a penalty.

If the passenger insists on a refund, he or she may request it on the refunds page for your region on avianca.com. This shall be done according to the fare conditions of your ticket. However, at this time and due to a high volume of requests due to the global contingency of COVID-19, the request may take some time before it is resolved. At this time we do not have an estimated processing time

15. What happens if the passenger was protected and the ticket was reissued?

The passenger may only manage his or her trip through Avianca's direct channels. This happens when the itinerary of a passenger changes from a direct flight to a connection or vice versa, or in the case of an interline ticket connecting with other airlines.

16. What happens if the passenger was protected and the ticket was revalidated?

The passenger may continue managing the trip through the channel on which he or she made the purchase, whether it was directly with Avianca or travel agencies.

17. What happens if the new ticket is for a different value? Is there a balance in favor of the client? Can an EMD be issued for that balance in favor?

18. Greater value: It is processed with two methods of payment: Open ticket and new method of payment (cash or credit card), as it is currently done for other exchanges (TKT * TKT).

19. Lesser value: The new ticket is issued and an EMD is issued with the residual value with the balance in favor of the client.

20. Accepted the voucher, but I changed my mind and I want to withdraw and request a refund.

Once the bonus request has been made on the website, the terms and conditions of said bonus are being accepted: it is not transferable, endorsable, or refundable in money. In this case, you can use the voucher for the value of your ticket, rescheduling your trip when you have a date set, until December 31st, 2021.

21. In the event that the contingency extends until the following year, what will happen to my voucher if it has an expiration date?

The airline is constantly monitoring the evolution of the pandemic and its impacts on industry and global tourism to assess the need to implement new measures or adjust current protection policies.

22. If I have already requested my refund and have not yet received a response. When will I receive it?

As a result of the impact due to the global situation caused by COVID-19 and the high number of requests we have received we do not have an estimate for how long your request will take to process. If you require an immediate solution, please click on the following link (<https://www.avianca.com/co/es/sobrenosotros/centro-noticias/noticias-avianca/terminos-condiciones-bono-avianca>) and you will receive an Avianca voucher for the value of the ticket or unused segment, including applicable taxes.

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The voucher may be redeemed for travel **until December 31, 2021**. It should be mentioned that the voucher is an excellent option you may use it to redeem tickets to any destination operated by Avianca as well as a method of payment for special services, penalties and to purchase additional baggage, among other services.