



## **Updated and Revised PW Waiver, Cancellation and Refund Policy due to COVID-19 for UK & Ireland Markets Issue 3 on 5 October 2020**

This tariff notice supersedes the previous tariff notice issued on 30 June 2020 regarding this subject and applies to tickets issued on or before 2 October 2020 for travel up to 31 December 2020

All bookings ticketed on or before **2 October 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 31 December 2020
2. Complete travel by 31 December 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.

### **Cancellations**

1. Refunds will only be possible via EMD and valid for 12 months from the date of issue.
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.

For queries contact: **Hazel Smith on [hazel.smith@apg-ga.co.uk](mailto:hazel.smith@apg-ga.co.uk) or Precision Air on [contactcentre@precisionairtz.com](mailto:contactcentre@precisionairtz.com)**

ISSUED BY:  
ISSUED ON:

REVENUE MANAGEMENT  
02/10/2020

TN NO:  
EFFECTIVE:

03/10/2020  
IMMEDIATELY