

INFORMATION ON MEASURES DUE TO COVID-19

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WAIVER 201381-DW - CORONAVIRUS

Version 18

Considering the Public Health Emergency declaration by the World Health Organization due to the coronavirus, we hereby inform that **tickets issued until August 31, 2020** on all AVH flights with travel dates between **March 4, 2020 and October 31, 2020**.

- 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 31, 2020 on all AVH flights with travel date between March 4, 2020 and until October 31, 2020**.

Content

- Applies for date, flight and route changes between common points to destinations operated by AVH without penalty or fare difference for passengers with new travel date until **November 30, 2020**. If the route change is requested for non-common points, a fare difference shall apply.
- Itinerary changes can result in fare difference for tickets with new travel dates **between December 1, 2020 and until December 31, 2021 or the validity of the ticket for those that have not been converted into vouchers**, subject to availability and publication of the itinerary.
- Only for tickets converted to vouchers, the itinerary change can be requested for **travel until December 31, 2021**.
- Waiver does not apply for cabin changes.
- The value of the administrative fee can be discounted depending on the channel on which the unflown ticket was purchased.
- Applies for no-show passengers with travel dates between March 4, 2020 until October 31, 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

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- XS Brand tickets may reschedule itineraries, and the change may be made manually on GDS AMADEUS, the change may be requested through ATC for tickets issued as of April 4. If it is not processed automatically it must be done manually.
- XS Brand changes can be done manually for other GDSs.
- **Multiple changes** are allowed for tickets sold through the direct channel converted to vouchers with new travel date until November 30, 2020, if the ticket has not been converted to voucher only one change is allowed. For tickets sold by Agencies and converted to voucher a maximum of three changes are allowed, if the ticket has not been converted to voucher only one change is allowed.

The following conditions apply to all tickets **issued until August 31, 2020** on all AVH flights with travel date **between March 4, 2020 until October 31, 2020** (regardless of whether they have been affected or not):

- Multiple changes for tickets converted to vouchers and one for tickets not converted to vouchers, without fare difference or penalty, if the travel date is before November 30, 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 30, 2020 and before December 31, 2021 or the validity of the ticket for those not converted to voucher, penalties will be waived only once; as of the second change on, a penalty for change and fare difference will be charged.
- All this with a new maximum travel date of December 31, 2021 or the validity of the ticket for those not converted to voucher.
- If on the date of this update the agency has a ticket that is not converted to a voucher, with original travel dates between March and October 2020, and has made one or two changes for travel before November 30, 2020, more changes are not allowed without charges unless converted to a voucher.
- 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 refund procedure.

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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 and was issued within less than twelve (12) months.
- For partially used tickets issued with LifeMiles and issued for more than twelve (12) months **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.
- 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.
- Please see the press release **Self-management of changes for AGYs** to manage waivers.

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 for purchases between March 4 and August 31, 2020 on international routes and between March 14 and August 31, 2020 for purchases on all domestic routes operated by Avianca, regardless of when the initial trip is scheduled. The client has the option of changing the itinerary without penalties, subject to fare difference charges, for travel until December 31, 2021.

For purchases between September 1 and 30, 2020, on all routes except domestic Colombia, domestic Ecuador, and flights between Central America and North America, and within Central America, regardless of when the initial flight is scheduled, the client has the option to change the itinerary without penalty, although a fare difference may apply, for travel until December 31, 2021.

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Additionally, since this is an external, force majeure and unforeseen situation, there is no compensation since it is considered an external factor.

For purchases between September 17 and 30, 2020, on domestic Colombia, domestic Ecuador, and flights between Central America and North America, and within Central America.

For tickets purchased between September 16 and September 30 on domestic Colombia, domestic Ecuador and flights between Central America and North America and within Central America routes, regardless on when the initial flight is scheduled, the client may reschedule his or her flight for travel until September 30, 2021 without penalty (a fare difference charge will apply, regardless of the date of the flight), as long as it is rescheduled prior to the initial flight (if done after - no show - the penalty of the corresponding bundle will be charged).

If you travel before November 30, 2020, you can make multiple changes without penalty (fare difference will apply); if you travel between December 1, 2020 and September 30, 2021, you are allowed one (1) change without penalty.

In summary, you can see the "Book Worry-Free" on the following Table:

Conditions / Route	DOMCO, DOMEK, CAMCAM or CAMNAM	Other routes (other than DOMCO, DOMEK, CAMCAM, CAMNAM) Buy at Ease Valid / NO changes
BUNDLE	All	All
Penalty for changes (if you request a change prior to the original travel date).	\$0	\$0
Penalty for changes (if you request a change after to the original travel date - no show).	Charged, according to the bundle	\$0
Fare difference	Does apply	Does not apply (for the new travel date prior to Nov/30/20 on the same route or common point)
Maximum date of issue (purchases until)	Between Sep/17/20 and Sep/30/20	Until Sep/30/20
Maximum reaccommodation on new flight	Until September 30, 2021	Until December 31, 2021
Tickets redeemed with miles	Does not apply	Applies

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For tickets purchased between October 1st and 31, regardless of when the initial flight is scheduled, the client may reschedule his or her flight one (1) time for travel until December 31, 2021 without penalty according to the purchased Bundle. A fare difference charge will apply, regardless of the date of the flight, as long as it is rescheduled prior to the initial flight (if done after - no show - the penalty of the corresponding bundle will be charged).

In summary, you can see the Buy at Ease initiative on the following table:

Conditions / Route	DOMCO, DOME, CAMCAM or CAMNAM
BUNDLE	DOMCO, DOME, CAMCAM: All International flights (excl. BR): Since Bundle S All Domestic And Intra CAM flights: Since Bundle M
Penalty for changes (if you request a change prior to the original travel date).	\$ 0
Penalty for changes (if you request a change after to the original travel date - no show).	Charged, according to the bundle
Fare Difference	Does Apply
Maximum date of issue (purchases until)	October 31st,2020
Maximum reaccommodation on new flight	until December 31st,2021

Additionally, since this is an external, force majeure and unforeseen situation, there is no compensation since it is considered an external factor

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 **October 31st 2020**, the date change must be made with 15 days notice to the original date of the flight.
- The ticket may be left open until the travel date is established.
- 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.

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- **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.** For all tickets with issue date until August 31, 2020 for DOMCO, DOME, CAMCAM and CANNAM routes or September 30, 2020 for routes in regions other than those mentioned previously (regardless of whether they have been affected or not), the following shall apply:
 - Multiple changes, without fare difference or penalty, if the travel date is before November 30, 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 December 1, 2020 and before December 31, 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 31, 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. Remember that the voucher does not apply for tickets redeemed with LifeMiles.

2. Is a voucher the same as an EMD?

No. The voucher is the same booking or ticket. If there is an ancillary that was not used on the booking due to the COVID-19 health emergency, its value is also part of the voucher, based on Avianca's waiver policy. A "voucher" is created for each booking, regardless of whether there is more than 1 ticket per booking.

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.

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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).
- 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.** For all tickets with issue date until August 31, 2020 for DOMCO, DOMEK, CAMCAM and CANNAM routes or September 30, 2020 for routes in regions other than those mentioned previously (regardless of whether they have been affected or not), the following shall apply :
 - 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 LacsA 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:

- Tickets redeemed until August 31, 2020, regardless of the original travel date, you may reschedule your trip until December 31, 2021 without penalties for changes.
- If you redeemed a ticket with miles between September 1 and September 30, 2020, regardless of the original travel date, for travel on routes other than DOMCO, DOMEK, CAMCAM or CAMNAM, you may reschedule your trip until December 31, 2021 without penalties for changes.
- If the new travel date is prior to November 30, 2020 and the ticket is unused, multiple changes can be made without penalty or fare difference (if on the same route). Only route changes can be made, if the ticket has less than 1 year and in this case, fare difference may apply.
- Route changes are not allowed for partially used tickets, regardless of when the new travel date is, or when the ticket was issued.
- These changes can only be done through the Call Center or LiveChat (for Diamond and Gold pax).

Please consider:

- If the miles ticket is unused and has less than one year of being issued, the itinerary can be changed (date and time), change the travel route and request a miles refund.
- Unused ticket miles, but issued for more than one year, can request an itinerary change but cannot request a route change or refund.
- Partially used tickets only allow itinerary changes (date and time), route or refund changes cannot be used.
- Miles tickets redeemed with Avianca are not subject to availability on the same fare class of the purchase; for tickets redeemed with Star Alliance airlines, the change requires availability of the same class in which it was purchased.
- No charge for redeposit fee, only if the passenger desists from travel, the ticket is unused, and issued for less than a year.
- Charges that do apply: o Service fee for re-issue (voluntary changes) o Fare difference (for changes of new travel date after December 1, 2020).
- Redemption fee at in-person channels (except for Diamond)

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- AV ticket changes: any change is allowed regardless of availability on the class on which it was issued. Fare difference will be charged for travel dates after those waived by the Buy at Ease travel policy.
- 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 was issued within less than 1 year. If issued for more than one year only itinerary changes are allowed, route changes or refund requests do not apply.
- Conditions for changes to partially used tickets allows: itinerary change (date and time). Route changes or refund request do not apply.

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. It is important to consider that the EMD will be issued under the ticket holder's name (or each ticket within the voucher) and can only be used by said holder. 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.

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.

23. Are there any penalties for my group tickets if I want to change them? The penalties are governed according to the group contract. If the travel and issue dates are covered by Waiver 10381, the Waiver is applied accordingly. If the group is not covered under the dates of the document, then the contract rules apply.

24. I want to use the money from an EMD for a different group than the one I had initially listed: This request only applies to travel agencies. Authorization can be requested through, grupos.europa@avianca.com groups from EUR, for Central America it can be handled by the GroupDesk and for groups from the rest of POS the request can be made through the email grupos.avianca@avianca.com. Once the request has been approved by the Groups area, the agency will use the original EMD as a form of payment for a new reservation. The new EMD will be valid for one year from the date of issue.

25. I want to use my EMD on other Avianca products different from groups, is it possible? This request only applies to travel agencies. It can be requested through grupos.europa@avianca.com groups from EUR, for Central America it can be handled by the GroupDesk and for groups from the rest of POS. Once authorization has been received, the EMD can be used in other Avianca products.

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- 26. I want to extend the validity of my group EMD.** This request only applies to travel agencies. It can be requested through, grupos.europa@avianca.com from EUR, for Central America it can be handled by the GroupDesk and for groups from the rest of POS. Once the request has been approved, the agency will use the original EMD as a form of payment for a new reservation. The new EMD will be valid for one year from the date of issue. This way, the validity of the EMD will be extended.
- 27. I want a refund from my EMD.** If your group has been sold in Colombia, or has COL origin except if it was sold in North America or Europe, according to article 17 of decree 482 of March 26, 2020, these deposits apply only for reimbursement of services provided by the same airline, therefore, their alternatives for using the EMD are: the use of the EMD in future groups, in other Avianca products, and / or extending the validity of the current EMD as explained in previous points. For group deposits not covered by article 17 of Decree 482 of March 26, 2020, the request can be requested through RTC if the group was initially managed in CTO and BSP Link if the group was initially issued in a travel agency.
- 28. I want to change the dates of my group already issued.** It's possible. The request must be handled through the group service channels. Once the request is received, the new fare and availability of the itinerary will be reviewed and the price of the new group will be sent through the same channel. Subsequently, the tickets may be reviewed based on the new itinerary. It is important to note that the new quote may have a difference in fare, the original tickets must be used as payment for the new tickets.
- 29. I want to change dates and names for my group already issued.** In this case, proceed with the same process in the previous point, additionally paying the name change fee for the reissued tickets.
- 30. I want to issue the voucher for my ticket.** To issue the voucher, you must request it through the link in the statement that will be sent to you only if you are the group's coordinator.
- 31. The ticket has already been issued and I need to redeem the voucher.** To redeem the voucher, you must approach the channel through which the group was issued. For example, if your ticket was purchased from a travel agency, you must contact your travel agency, if it was purchased from a direct Avianca office (CTO) please contact the corresponding group email for proper handling.
- 32. What if I have group tickets and want to convert them to an EMD?** This request only applies to travel agencies. If the tickets issued have flight dates within the COVID period, the request must be handled through the group service channels. With the authorization of the group area, an Avianca CTO will generate the EMD and will send the confirmation through the same channel as the original request.

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- 33. I have a Tour Conductor (TC) ticket, can I request a voucher?** It is not possible to request a voucher for a Tour Conductor ticket, but you can request a refund of applicable taxes.