

Please refer to this table when creating new bookings

Airline	Bookings Made Between	Policy Covers Travel Until	Rebook Until	Change Fees Waivered	Fare Difference if Changing New Booking (In Same Cabin)	Full Refunds Permitted	Refund Method
Air Canada	01-Mar-20 to 31-Dec-20	31-Dec-21	Rebook upto 24 months after you (agent/Aviate) cancel the booking	Yes	Yes	Only if flights are cancelled by airline	GDS
American Airlines	Ticketed before 31-Dec-20	31-Dec-20	Travel before 31-Dec-21	Yes	No fare difference for changes to same destination/same inventory. All other conditions, fare difference applies	Only if flights are cancelled by airline	GDS
Air France/KLM	Ticketed after 22-Apr-20	30-Jun-21	Tickets for rebooked travel must be re-issued before 30-Jun-21	Yes	Yes however AFKL offer additional credit for rebooking using an EMD	Only if flights are cancelled by airline	GDS
British Airways	03-Mar-20 to 31-Oct-20	31-Aug-21	Travel before 30-Apr-22	Yes	Yes	Only if flights are cancelled by airline	GDS
Delta Air Lines	01-Mar-20 to 31-Dec-20	27-Nov-21	Travel before 27-Nov-21	Yes	Yes	Only if flights are cancelled by airline	GDS
Emirates *	Ticketed before 31-Mar-21	31-Mar-21	Re-issue within 24 months of original date of ticket issuance	Yes	No fare difference for date change to same destination, if same RBD. All other conditions fare difference applies	Only if flights are cancelled, travel ban, lockdowns in place	GDS
Etihad Airways*	30-Mar-20 to 31-Oct-20	31-Mar-21	Travel before 31-Oct-21	Yes	Yes however EY offer additional credit for rebooking	Only if flights are cancelled, travel ban, full lockdowns in place or positive PCR test	GDS
Qatar Airways	Ticketed before 31-Dec-20	31-Dec-20	Re-issue within 24 months of original date of ticket issuance	Yes	No fare difference if re-booked for travel before 31-Dec-20 to same destination. All other conditions fare difference applies.	Only if flights are cancelled, travel ban, full lockdowns in place or positive PCR test	GDS
Singapore Airlines	Ticket after 05-Mar-20	31-Dec-20	Travel before 31-Dec-21	Yes / Unlimited	Yes	Only if flights are cancelled by airline	BSP Link
Turkish Airlines	21-Mar-20 to 31-Dec-20	31-Dec-20	Travel before 31-Dec-21	Yes	Yes	Only if flights are cancelled by airline	GDS
Virgin Atlantic*	Any	30-Jun-21	Travel before 31-Dec-22	Yes	Yes	Only if flights are cancelled by airline	GDS

** Emirates, Etihad Airways, Virgin Atlantic, Westjet and Ethiopian Airlines are the only airlines offering free global cover for COVID-19 related costs.*

Emirates Covid-19 cover policy	Virgin Covid-19 cover policy	Etihad Airways Covid-19 cover policy
Westjet Covid-19 Cover Policy	Ethiopian Airlines Covid-19 Cover Policy	Omair Air Covid-19 cover policy

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