

<u>INDIVIDUALS</u> (APPLIES ONLY FOR TICKETS ISSUED ON OR BEFORE THE 31ST OCTOBER 2020)	<u>GROUPS/SERIES (>10)</u> (APPLIES ONLY FOR TICKETS ISSUED ON OR BEFORE THE 31ST AUGUST 2020)		
<p>All ORIGINS AND DESTINATIONS**</p> <p>Passengers <u>WITH OR WITHOUT CANCELED FLIGHTS</u> who wish to make a change*, with original travel date from March 15 2020:</p> <p>CHANGES IN THE DATE OF TRAVEL</p> <ul style="list-style-type: none"> No penalty in all cases No difference in fare / miles if the date of travel remains within the same season (peak vs. low, please see table below) <p>CHANGES IN THE ITINERARY</p> <ul style="list-style-type: none"> No penalty, paying difference in fare / miles (if any) <p>REFUNDS</p> <ul style="list-style-type: none"> WITH AR CANCELLED FLIGHT. Allowed in all cases without penalty WITH NO AR CANCELLED FLIGHT. According to fare rules. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; text-align: center; vertical-align: middle;">PEAK SEASON</td> <td style="padding: 2px;"> DEC 17 2020 – FEB 17 2021 MAR 30 2021 – APR 05 2021 APR 7 2021- APR 13 2021 1-31 JULY 2021 </td> </tr> </table> <p>* ONLY ONE CHANGE IS ALLOWED. THE RETURN MUST BE ON OR BEFORE <u>DECEMBER 15 2021.</u></p> <p>** THIS POLICY DOES NOT APPLY FOR NON-SCHEDULED FLIGHTS.</p>	PEAK SEASON	DEC 17 2020 – FEB 17 2021 MAR 30 2021 – APR 05 2021 APR 7 2021- APR 13 2021 1-31 JULY 2021	<p><u>Adhoc/Series groups WITH TICKETS ISSUED</u> ← SAME COMMERCIAL POLICY AS INDIVIDUAL PASSENGERS. (Return date must be on or before December 15 2021)</p> <p><u>Adhoc groups WITH DEPOSIT ONLY, with original travel date from January 31 to November 30, 2020.</u> The amount paid may be used to pay the deposit of a new group (for the same price or higher) if the return is on or before December 15 2021.</p> <p><u>Adhoc/Series groups WITH NO TICKETS ISSUED BUT WITH FULL PAYMENT with original travel date from January 31 to November 30, 2020.</u> The amount paid may be used for the total payment of a new group, (without paying difference between fares) if the return is on or before December 15 2021.</p> <p>These guidelines will be considered as long as the cancellations are generated with a minimum of 15 days prior to the flight, (for groups with departures from the month of October) **</p>
PEAK SEASON	DEC 17 2020 – FEB 17 2021 MAR 30 2021 – APR 05 2021 APR 7 2021- APR 13 2021 1-31 JULY 2021		

***ALL CHANGES MUST BE MADE WITHIN THE TICKET VALIDITY PERIOD. For tickets with original travel date between JAN 01 2020 and OCT 31 2020, the ticket will have a validity period of 12 months from the date of the first coupon.