

REBOOKING DETAILS

Active rules
Updated: 2020-10-14

Rebooking for cancelled & non cancelled flight – Travel Agents

Conditions for original booking

	Rebooking non-cancelled flights - No rebooking fee	Postpone rebooking Non- cancelled flights	Postpone rebooking Cancelled flight
Original issue date	On/after 20 October 2020	-	-
Original travel date	-	-	All cancelled flights from 05mar20 (outbound)
Route area	All except Domestic (SE,NO, DK)	All except Domestic (SE,NO, DK)	All
Other criteria's	Needs to be rebooked- 72 hours before departure	Needs to be requested 72 hours before departure	
Flight status	For active bookings with no cancelled segments.	No cancelled segments No partly cancelled and rebooked segments	At least 1 segment cancelled
Ticket	• Valid for all tickets issued on 117 document	• Valid for all tickets issued on 117 document	• Valid for all tickets issued on 117 document
OAL	Yes, if 117 document (!WF flight must be in conjunction with a SK flight)	Yes, if 117 document (!WF flight must be in conjunction with a SK flight)	Yes, if 117 document (!WF flight must be in conjunction with a SK flight)
Excluded	<ul style="list-style-type: none"> • Separate procedure for group bookings • Separate procedure for Bulk bookings 	<ul style="list-style-type: none"> • Separate procedure for group bookings • Separate procedure for Bulk bookings 	<ul style="list-style-type: none"> • Separate procedure for group bookings • Separate procedure for Bulk bookings
Value	According to normal procedures	Full value* of original ticket can be used for future travel. *Excluding fees such as Name change, rebooking fee, ancillaries	Full value* of original ticket can be used for future travel. *Excluding fees such as Name change, rebooking fee.
Partly used tickets	Yes	No, ordinary processes applies	No, ordinary refund process applies



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Conditions for usage

	Rebooking non-cancelled flights - No rebooking fee	Postpone rebooking Non-cancelled flights	Postpone rebooking Cancelled flight
Validity period / Use before	Rebook directly	1 year and within ticket validity, whichever comes earlier	1 year and within ticket validity, whichever comes earlier
New travel dates - outbound	-	-	-
New travel dates - inbound	-	-	-
Refundable	According to ordinary ticket rules	No	Yes, after 1 year or when ticket expires
Residual value	According to ordinary ticket rules	Residual value is non refundable	Residual value is refundable
Personal	According to ordinary ticket rules	No	No
EMD ancillary	According to normal procedures	EMD issued for ancillary services may be reused if Origin and destination is not changed	EMD issued for ancillary services may be reused if Origin and destination is not changed
Route areas	All	All	All, but if original booking is domestic it needs to be kept domestic
Change of O&D	Not permitted	Permitted.	Permitted. But if original booking is domestic it needs to be kept domestic
Name change	Permitted with charge	Permitted without charge	Permitted without charge
Rebooking fee	Rebooking fee is waived for all changes done 72 h before departure	No rebooking fee to be collected	No rebooking fee to be collected
Waiver code	Not needed	VALID SK ONLY COVID19	VALID SK CNLD FLIGHT COVID19

