

Trade Update



Book with peace of mind

Policy extension

Dear Valued Travel Partner,

We know that travel needs to be flexible therefore we have amended our Book with Peace of Mind policy allowing changes for new and existing bookings made on or after October 5, 2020. Bookings made from October 5, 2020 onwards you can change the dates free of charge and as many times as you need, on any route and across all fare types. This enhanced flexibility is valid until **September 30, 2021**. Please note a fare differences may apply.

Please follow the necessary steps in your GDS:

- 1) Cancel all active Aer Lingus segments in your respective GDS (*cancel the itinerary, avoid using the .XK entries as this do not transmit messages to Aer Lingus*)
- 2) Rebook the new preferred flight dates into the PNR
- 3) Use your GDS system priced tools (WFRR, Rapid Reprice, etc.) and override any change fees to zero (0.00). Please use waiver code **FDIECV-21** in all waiver boxes and update the endorsement field to include waiver code.
- 4) Please ensure you reissue the ticket in line with the commercial policy and check the original date of ticket issue. Please note you must not exceed normal ticketing validity dates. A ticket that is be exchanged for new dates as per the commercial policy must be reissued within the 12 months otherwise it will become null and void.
- 5) This process may be used for all new bookings made from October 5, 2020 thru September 30, 2021.
- 6) Exchange the ticket per your GDS procedures.

Please do not hesitate to reach out to your account manager if you have any questions.

May we take this opportunity to thank you for your business partnership and continued support.

Kind Regards,

Aer Lingus Sales Team