

01<sup>st</sup> January 2021

## Revision of handling instructions for tickets affected by Covid-19

In order to encourage passengers to continue flying with Vietnam Airlines, we hereby implement instructions to extend the ticket validity by revising our current regulation as follows:

### 1. Scope of application

- Passengers holding VN tickets/other documents (code 738, including SOTO tickets) issued on/before **31<sup>st</sup> Mar 2020** and having confirmed seat on VN flights which was cancelled due to Covid-19.
- Domestic tickets issued on/before 31Mar20 in overseas markets are also included in the scope.
- Not apply the restriction that the new date of commencement must not exceed one year from the date of original ticket issue when changing tickets.
- ***Not apply the restriction of refund validity as follows:***
  - + *Ticket which is not reissued for extending ticket validity according to notice dated 08<sup>th</sup> Apr 2020 and having confirmed seat on VN flights on/ after 01/03/2020: **Extend refund validity to 30/06/2021.***
  - + *Ticket which is reissued for extending ticket validity according to notice dated 08<sup>th</sup> Apr 2020: **Refund validity is the same as the new ticket validity.***

### 2. Handling principles

#### 2.1. Tickets affected by government policies or authority decisions

##### a. Scope of application:

Passengers' journey is affected by at least one of the following government policies or authorities' decision:

- To close border, to withdraw flight permits, lockdown which causes VN flights to/from that country to be cancelled.
- To restrict immigration, to temporarily stop to approve visa/visa exemption policy or passengers are refused entry/required to keep in quarantine by government policy or authority decision to prevent Covid-19 spread.

##### Note:

For VN cancelled or rescheduled flights and because of this passenger are unable to fly or refused entry or required to be quarantined by governments or authority policies: the above instructions will apply.

Exception: Passengers, diverted to alternative destinations (other than the original destination) and are quarantined as per government policy to prevent Covid-19 are entitled to apply (see section 2).

- To cancel flights to/from virus outbreak area to prevent virus spread.
- Other scenarios, not listed but affect passenger flights by government policies or authority decisions.
- b. Rebook/ reroute:
  - Tickets are allowed to rebook/reroute with change and restrictions fees waived if the following conditions are met:
    - + The new flight date must be on/before **31<sup>st</sup> Dec 2021**;
    - + Fare, tax/fee/charges and surcharge difference (if any) must be collected.
  - Tickets must be exchanged/reissued as follows:
    - + “NVB/NVA” box: enter the new min/max stay based on fare rule.
    - + “END/RES” box: Enter “**664TTBSP. NON-END...**” and fare rule of the original ticket.
- c. Refund
  - Non-Refundable tickets are not entitled to refund. **Exception: In the event of cancelled flights departing from UK or EU or cancelled connecting flights, the affected tickets are refundable while refund restrictions are waived.**
  - Other tickets: apply to waive Refund fee.
  - Refunds are accepted via BSP link.

## 2.2. Tickets affected due to schedule change by Vietnam Airlines

- a. Scope of application
  - Passenger is eligible to fly and not affected by government policies or authorities’ decisions.
  - Do not collect fare/taxes/fee/charge and surcharge differences. Change/refund fees and restrictions are waived.
- b. Handling principles
  - Rebook/reroute:
    - + Same booking class must be booked.
    - + “END/RES” box: Enter “**INVOL DUE TO VN (Flight number) CXL**”.
    - + The new flight date must be on/before **31<sup>st</sup> Dec 2021**.
  - Refund:
    - + Refund fee and restrictions are waived.
    - + Refunds are accepted via BSP link.

## 3. Effectiveness

This notice takes immediate effect until **30<sup>th</sup> Jun 2021**, replacing the effectiveness of the previous notice dated 08<sup>th</sup> Apr 2020.

For any further concerns, please contact us at email: [sales.uk@vietnamairlines.com](mailto:sales.uk@vietnamairlines.com)