

Please note the date of original ticket issuance on your bookings, most policies give 12 months to re-issue from this date. Not original OB travel date.

For ticketed bookings travelling beyond the current airline policy, changes have to be made under the fare rules, however Aviate recommend waiting for the airline to extend their policy in response to Covid19.

Top Airlines								
Airline	Ticketed Before	Policy Covers Original Travel Until	Fare Difference on New Booking, in the Same Cabin?	Last Date for Travel (*applicable only on fully unused tickets)	Last Date to Re-issue Under Current Policy	Airline Bonus For Rebooking?	Full Refunds Permitted	Refund Method to Aviate
Air Canada	21-Feb-21	28-Feb-22	Yes	Rebook up to 24 months after the date of flight cancellation by AC	Re-issue/re-book before last date for travel	No	Only if flights are cancelled	GDS
American Airlines	30-Sep-20	31-Mar-21	Yes	Travel until 31-Dec-21	Re-issue/re-book before last date for travel	No	Only if flights are cancelled	GDS
Air France/KLM	All	ALL (different rules apply)	No fare difference to same destination if a flight is canx by the airline and same RBDs available for new dates	Travel until 31-Dec-21	Reissued before 31JUN21, EMDs before 31MAR21	No	Yes. If original travel is before 30SEP21. Or if flights are cancelled	GDS
British Airways	03-Mar-20	28-Feb-21	Yes	Travel until 30-Apr-23	Re-issue/re-book before last date for travel	No	Only if flights are cancelled	GDS
Delta Air Lines	Two policies, before and after 17/04/2020	31-Mar-21	No fare difference if booked in the same RBD	Travel until 31DEC22	Re-issue/re-book before last date for travel	No	Only if flights are cancelled	GDS
Emirates	All	30-Jun-21	If ticketed before 30SEP20: No, unless route is changed. If ticket after, yes if the same RBD is not available	Ticket can be kept open 24 months from the date of original ticket issuance	Re-issue/re-book before last date for travel	No	Yes	GDS
Etihad Airways	31-Jun-2021	31-Jun-21	No fare difference if travel is rebooked before 31MAR21 to travel until 31OCT21	Travel until 31-Oct-21	31-Mar-21	Yes. See EY policy for details	Only if flights are cancelled, travel ban or positive PCR test	GDS
Qatar Airways	31-Apr-21	All	Yes	Two years from original ticket date	Re-issue/re-book before last date for travel	No	Yes	GDS
Singapore Airlines	All	31-Mar-21	Yes	Travel until 31-Dec-21	Re-issue/re-book before last date for travel	Yes. See SQ policy for details	Yes for bookings issued before 15MAR20, otherwise only if flights are cancelled or travel ban.	BSP Link
Virgin Atlantic	31-Dec-20	31-Aug-21	No if new travel is before 31MAR21. For other travel dates VS will waiver fare increases up to £60 in economy, £120 in Premium and £350 in Upper	Travel until 31-Dec-22	Re-issue/re-book before last date for travel	No	Only if flights are cancelled	GDS

Other airlines						
Airline	Original Outbound travel date	Fare Difference on New Booking, in the Same Cabin?	Reissue by	Travel voucher?	Full refunds allowed?	Refund Method to Aviate
A3 - Aegean Airlines	All, but policy is only applicable for flights with UN status or SC over 1 hour.	YES	12 months from original date of ticket issuance (not departure date)	YES	Only if flights are cancelled by airline	GDS
AM - Aeromexico	09MAR20 - 31JAN21	No, if flights were cancelled	One year after original travel or before 31APR21	Yes, one year from first original travel	NO	N/A
AT - Royal Air Maroc	Until 31OCT21	YES	12 months from original date of ticket issuance (not departure date)	YES, Travel within 12 months from voucher issue date	NO, but EMDs can be refunded on their expiry date	N/A
AV - Avianca	All	YES	By 31DEC21	YES	Only if flights are cancelled by airline	BSP Link
AY - Finnair	Until 31MAR21	No, if flights were cancelled	12 months from original date of ticket issuance (not departure date)	NO	Only if flights are cancelled by the airline	GDS
BI - Royal Brunei	04MAR20 - 28MAR21	YES	760 days from original ticket date (not departure date)	YES, EMD valid for 2 years	Only if flights are cancelled by airline	BSP Link
BR - EVA	ALL	ALL	By 31JAN21	NO	Only if flights are cancelled by airline	GDS
CX - Cathay Pacific	17MAR20 - 31MAR21	YES	12 months from original date of ticket issuance (not departure date)	YES, travel until 30MAR22	YES	GDS
DI/DY/D8 - Norwegian	ALL	YES	12 months from original date of ticket issuance (not departure date)	NO	Only if flights are cancelled by airline	BSP Link

Airline	Original Outbound travel date	Fare Difference on New Booking, in the Same Cabin?	Reissue by	Travel voucher?	Full refunds allowed?	Refund Method to Aviate
ET - Ethiopian Airlines	01MAR20 - 31APR21	YES	12 months from original date of ticket issuance (not departure date)	YES, to travel until 31DEC21	Only if flights are cancelled by airline	GDS
FI - Icelandair	ALL	YES	12 months from original date of ticket issuance (not departure date)	YES	Only if flights are cancelled by airline and no other option has been offered	GDS
GF - Gulf Air	12MAR20 - 31MAR21	NO, if on the same RBD	12 months from original date of ticket issuance (not departure date)	YES, travel within 18 months from ticket issuance	Only if flights are cancelled by airline	GDS
IB - Iberia	All travel dates	YES	12 months from original date of ticket issuance (not departure date)	YES (exclude IT bookings)	Only if flights are cancelled by airline	GDS
KQ - Kenya Airways	ALL	YES	By 30JUN21	YES, travel within 24 months from ticket issuance date	Only if flights are cancelled by airline	BSP Link
LA - LATAM	01MAR20 - 31JUL21	If flights were cancelled, rebook on the same RBD and no fare diff will apply.	12 months from original date of ticket issuance (not departure date)	NO	Only if flights are cancelled by airline or SC over 31min	GDS
LHG - Lufthansa Group	19MAR20 - 30APR21	YES	All LHG flights have no change fees	YES	Only if flights are cancelled by airline	GDS
JL - Japan Airlines	Until 16APR21	YES	12 months from original date of ticket issuance (travel by 10JUL21)	YES, travel until 10JUL21	Only if flights are cancelled by airline	GDS
MH - Malaysia Airlines	13MAR20 - 27MAR21	NO	By 30JUN21	YES, travel until 31DEC21	Only if ex-UK flights are cancelled by airline	BSP Link
MK - Air Mauritius	All travel dates	YES	12 months from original date of ticket issuance (not departure date)	YES	Refunds are blocked, only to the processed after 24months from issue date	BSP Link

Airline	Original Outbound travel date	Fare Difference on New Booking, in the Same Cabin?	Reissue by	Travel voucher?	Full refunds allowed?	Refund Method to Aviate
MS - Egyptair	From 19MAR20 Including all suspended flights	YES	12 months from original date of ticket issuance (not the departure date)	YES, to be used within 12 months of issuance	Only if flights are cancelled by airline	BSP Link
NH - All Nippon Airways	26FEB20 - 18APR21	Change of RBD not permitted	By NH only, before 10JUL21	NO	YES	GDS
NZ - Air New Zealand	Until 31MAR21	YES	By 31DEC21	Yes, travel until 30DEC21	Only if flights are cancelled by the airline or travel ban in place	GDS
PR - Philippine Airlines	15MAR20 - 31MAR21	NO (only if re-route)	By 31MAR21	YES	Only if flights are cancelled by airline	GDS
QF - Qantas	Until 31MAR21	YES	12 months from original date of ticket issuance (not departure date)	YES, travel until 31DEC22	Only if flights are cancelled by airline	GDS
RJ - Royal Jordanian	Until 28FEB21	YES	12 months from original date of ticket issuance (not departure date)	YES, EMD are valid for two years from issue date	Only if flights are cancelled by airline	GDS
SA - South African	All tickets issue before 31AUG20	YES	Within 24 months from 25MAR20	YES, travel until 25MAR22	NO	N/A
SK-Scandinavian Airlines	ALL, diff criterias apply	YES	12 months from original date of ticket issuance (not departure date)	YES	Only if flights are cancelled by airline	GDS
TG - Thai Airways	18MAR20 -30JUN21	NO (same cabin and RBD)	Extended to travel until 31DEC22	YES, travel until 31DEC22	Only if flights are cancelled by airline	BSP Link
TK - Turkish Airlines	21MAR20-31MAR21	YES	12 months from original date of ticket issuance (not departure date)	YES, travel until 31DEC21	Only if flights are cancelled by airline	GDS
TP - TAP Air Portugal	ALL	YES	12 months from original date of ticket issuance (not departure date)	YES, two years from ticket issue date	Only if flights are cancelled by airline	BSP Link
TS - Air Transat	ALL	YES	Until 28FEB21	YES, 24 months from original travel dates	YES, partial refunds for ex-uk cancelled before 01DEC20. Full refund if cancelled after	BSP Link

Airline	Original Outbound travel date	Fare Difference on New Booking, in the Same Cabin?	Reissue by	Travel voucher?	Full refunds allowed?	Refund Method to Aviate
UA - United Airlines	09MAR20 - 31MAR21	YES	Within 24 months of original ticketing date (not the departure date)	YES, 24 months from original travel dates	YES (if flights are cancelled and no re-protection has been given, or if the SC is over 2 hours)	Via GDS
UL - SriLankan Airlines	26JAN20 - 31MAR21	YES	By 31MAR21	YES, travel by 31DEC21	Only if flights are cancelled by airline	BSP Link
UX - Air Europa	From 01MAR20	YES (no if flights had been cancelled)	12 months from original date of ticket issuance (not departure date)	YES	Only if flights are cancelled by airline	BSP Link
VN - Vietnam	All travel dates	YES	12 months from original date of ticket issuance (not departure date)	YES	Only if flights are cancelled by airline	BSP Link
WF - Wideroe	All travel dates	YES	within ticket validity	NO	Only if flights are cancelled by airline	GDS
WY - Oman Air	From 01FEB20	YES	By 30JUN21	YES, 24 months from original ticket date	YES (refunds will be processed based on valid of the ticket after 12 months from issuance, minimum processing times around 6 months)	BSP Link
WS - Westjet	All travel dates	YES	By 31DEC21	YES, 24 months from original ticket date	Only if flights have UN,UC, NO status in the PNR departing from UK or USA)	BSP Link

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