

**Passengers affected by cancellations or reallocated itineraries: Exoneration of fare difference and Penalty for itinerary change**

INVOLUNTARY CHANGES

Waiver	10390	10391	10392		
<b>Applies to</b>	<b>Origin/ Destinations</b>	<b>Common Point</b>	<b>Origin/ Destination</b>		
	<b>ALL EUR</b>	<b>LHR/BCN/MAD</b>	<b>Common Point</b>		
	LPB/VVI	UIO/GYE/MEX	Waiver 10383 also applies in this origin / destination		
	MVD/ASU	EZE			
	FLL/IAH	MIA/LAX			
<b>Conditions</b>	To fly 8 days prior to original travel date or until 120 days after the operation starts again	To fly 8 days prior or 30 days after of original travel date	To fly 8 days prior or 60 days after of original travel date		
				Origin/ Destination	Common Point
				CUR	AUA
				DFW	IAH/LAX
				EOHBGA	MDE
	EOHMTR	MDE			
	MCO	MIA			
	PTY	SJO			
	SJU	AUA/SDQ/MEX			
	YYZ	JFK			

**NOTE:** If the affected passenger has flight dates within the period established as Blackout, you may reaccommodate it within the same period, without penalty or fare difference, within an 8 or 15-day time frame after the affectation of the flight. The procedure must be manual, according to the self-management procedure.

**Conditions:**

- The process for Amadeus agencies must be handled as a voluntary change, as it is parameterized by Dynamic Waiver
- Non-Amadeus agencies must follow the instructions of the self-management process for changes for travel agencies.
- The change applies on the same route or common points and the same cabin
- Waivers apply for group reservations with deposit, without issuing tickets.
- Waivers apply for group reservations with issued tickets.

**Generalities and Validity**

AV VOUCHER	Generalities and Validity				
	Purchase Date	Original Flight date	Region	Bundle	Max. Date Reallocation
COMPRA CON TRANQUILIDAD	<b>Voucher</b> Prior to 31-AUG-20	Between 4-MAR-20 and 31-OCT-20	ALL	ALL	31-DEC-21
	<b>Between 4-MAR-20 and 31-AUG-20</b>	ALL	ALL	ALL	31-DEC-21
	<b>Between 1-SEP-20 and 30-SEP-20</b>		ALL – (1)		
	<b>Between 1-OCT-20 and 31-DIC-20</b>		(1) DOMCO, DOME, CAMCAM, CAMNAM	M, L, XL, XXL	
	<b>Between 18-NOV-20 and 28-FEB-21</b> *Waiver 10385		ALL – (2)		
	<b>Between 1-JAN-21 and 28-FEB-21</b>		BR / AR, CL, UY, PY	ALL	
	ALL	ALL	31-DEC-21		

**Exemptions**

Fare Difference	Change Penalty	
	With Voucher	Without Voucher
Prior to 30-NOV-20 (same route or common points)	Until 31-DEC-21	Until ticket's validity
Fare difference charge	Voucher does not apply	Until 31-DEC-21
		Until 30-SEP-21
		Until 31-DEC-21 If the change is done before of original travel date

**Changes**

Direct Sales	Indirect Sales	
	With Voucher	Without Voucher
Without limit prior to 30-NOV-20	• 3 Max. prior to 30-NOV-20 • 1 after 01-DEC-20	• 1 prior to 30-NOV-20 • 1 after 01-DEC-20
1 after 01-DEC-20		• 3 Max. prior to 30-NOV-20 • 1 after 01-DEC-20
1	Voucher does not apply	1
3		3

VOLUNTARY CHANGES



## Blackouts Involuntary Changes

Note: Depending on the original ticket's features, a fare difference may apply to blackout dates.

2020	<ul style="list-style-type: none"> <li>15-DEC to 23-DEC</li> </ul>
2021	<ul style="list-style-type: none"> <li>01-JAN to 17-JAN (BR/AR/CL/UY/PY)</li> <li>01-JAN to 15-JAN (Rest of regions)</li> <li>24-MAR to 06-APR</li> <li>15-JUN to 15-AUG</li> <li>07-OCT to 19-OCT</li> <li>15-DEC to 23-DEC</li> </ul>

## Venta a Plazos

Venta a Plazos product is still available for new bookings. To make changes on Venta a Plazos' tickets, the voucher/waiver must be requested, even though the travel date is still unknown.

### Additional policies:

- Changes on Venta a Plazos's tickets must be requested at least 30 days prior to the flight date on the original ticket.
- The payment of the remaining amount of the ticket must be done in its entirety, at least, 30 days prior to the new travel date.
- For bookings without issued tickets, please contact your Avianca Sales executive.

## FAQ

- Where can I request the voucher?**

<https://www.avianca.com/es/es/sobre-nosotros/centro-noticias/noticias-avianca/terminos-conDECiones-bono-avianca/>
- How do I redeem the Voucher/Waiver?**

  - For those cases when the travel agency keeps the ticket control, use the Self-Management Waiver handbook for AGYs ([link here](#)).
  - For those cases when the travel agency doesn't hold the ticket control, dial the Call Center – Operational Events free number: +34 900802500 / +44 08000314206 / +49 080024842622 / +33 0800941048
- In which cases do Voluntary Changes apply?**

  - Group Reservations: A) With deposit, without issued tickets. B) With issued tickets.
  - Tickets with commercial fares, IT, corporate or private. Non-revenue tickets.
  - Purchased EMDs by any Ancillary concept. For tickets redeemed with LifeMiles miles: A)Unused tickets with less than 1 year of being issued, itinerary or destination change is allowed. B)Tickets over 1 year of being issued, only maintaining the same route. C)Partially used tickets, only an itinerary change is allowed, not a destination change. D) Route change with common points maintaining the same mileage does not apply. In case of a required change, the price to be paid in miles must be quoted again.
  - Tickets issued in some AVH group plate for the complete OD.
  - Tickets issued along with an allied airline.
  - For passengers with continuity via land under Renfe in the same ticket; the condition is subject to fare conditions
- What are the conditions that apply for Involuntary Changes (passengers affected by cancellations or original itinerary rescheduling)?**

  - Penalties don't apply for itinerary change. Fare difference charge doesn't apply within a period of 8-days prior to and 120 days after the original flight. The change applies for the same route or common points and same cabin.
  - The process for Amadeus agencies must be done as if handling a voluntary change, as its parameters are given by DW.
  - Agencies with other GDS must follow instructions for the self-managing changes process for travel agencies.
  - Applies for group reservations with deposit, without issued tickets. Applies for group reservations with issued tickets
- If prior to the flight or after starting it I turn out positive for Covid-19 and have to reschedule, will I be charged for the change?**

  - To reschedule a flight due to testing positive for Covid-19 before or during your flight, you may access a change penalty exemption. (Avianca's disease exemptions policies). To access this exemption, a positive Covid-19 PCR test result must be enclosed.
  - The flight rescheduling must be done within the following 30 days after the patient's "recovery" certificate, medical discharge or completed disability is issued. Exemption also covers passengers who suspect being positive for Covid-19. It must be certified by a health entity and the original flight date must be within the preventive confinement period.
- Are ticket vouchers/waiver booked at POS Spain refundable?**

  - Every voucher requested starting June 9th, 2020 and forward of tickets purchased on POS Spain will be reimbursed. This is because of Spain's Royal Decree-Law 21/2020 from June 9th.
  - The conditions are the same as the Voucher/Waiver's, the only change being that a reimbursement can be requested on this reservation starting March 31st, 2021. Applies for direct and indirect channels.