

08.12.2020

## **GUIDELINES FOR FLIGHTS BETWEEN 1 JULY 2020 - 31 AUGUST 2021 (UPDATED 08DEC)**

As the coronavirus pandemic still affects air travel and travel restrictions significantly, we have adjusted our traffic plan. More route specific information is available [here](#).

Unfortunately, some routes will be temporarily cancelled until the end of March 2021. You'll find more detailed information of changes to our traffic plan on this [page](#).

On 07 December we have extended the change policy for operating flights to cover tickets that have been issued by 31 August 2021, instead of the previous until date 31 March 2021.

**07 December please note!** Also modified content regarding time frame for changes when a flight is cancelled (now 360 days onwards) and the dates regarding multiple changes.

### **IF A FLIGHT IS CANCELLED** (details updated 10Sep)

Customers can change their travel dates within original ticket validity without a change fee *maximum 360 days onwards from the day when the change is being made*. The following policy applies:

- Finnair operated and marketed flight
- Rebooking into the same booking class as the original flight or lowest available in the same cabin
- Applies to all ticket types (Light, Classic, Flex etc.)
- No additional PNR elements (eg. OS AY CORONA element) are needed for tickets issued for these changes.
- Purchased travel extras can be moved to new flights

Partial or full refund of the ticket and purchased travel extras permitted. OS AY REFUND DUE TO CORONA must be added to all cancelled bookings.

The fastest way to get refund is to process the refund directly via your own GDS system. If that is not possible, please issue a refund application via BSPlink for Finnair. Refunds of ancillary services on EMDs will be processed via refund application. In case you have already issued a refund application but choose to process the refund via GDS instead, please cancel the pending application in BSPlink if possible; if it's no longer possible then it will be rejected by Finnair.

### **IF A FLIGHT IS OPERATING**, tickets issued between 1st April - 31st of August 2021

Customers can change their travel dates within ticket validity without a change fee. The following policy applies:

- Ticket issued between 1st April - 31st of August, 2021
- Finnair operated and marketed flights. Code-shares and OAL flights allowed according to ticketed fare rule.
- No additional collection if the same fare and booking class is available. In case of higher fare and/or booking class, additional collection shall be collected.
- **For tickets issued between 1st April – 31 August 2020:** Change must be made latest 7 days before departure. If change is made less than 7 days before departure the change conditions follow the original ticket rules.
- **For tickets issued between 1st September 20 – 31 August 2021:** Change must be made latest 72 hours before departure. If change is made less than 72 hours before departure the change conditions follow the original ticket rules.
- Travel within original ticket validity
- Applies to all ticket types (Light, Classic, Flex etc.)
- Multiple changes permitted till 31 August 2021. Changes made on/after *1st September 2021*: first change permitted without any change fee for change made up to 72 hours prior to flight departure.

Refunds are according to ticketed fare rules.

In case you have a booking that does not fulfil all these conditions but would like to check if our Book with Confidence policy could be still applied, please do not hesitate to contact Finnair helpdesk.

### **IF A FLIGHT IS OPERATING**, tickets issued before 31<sup>st</sup> of March 2020

- Multiple changes allowed without a change fee for travel until 30<sup>th</sup> of November 2020 (travel must be completed by 30NOV20)
- Finnair operated and marketed flight on Finnair ticket
- All changes must be made before the departure of the original flight
- Rebook into the same booking class as the original flight or lowest available in the same cabin
- Ticket revalidation permitted
- Rerouting not permitted
- Change must be made by 30<sup>th</sup> of November 2020
- Applies to all ticket types (Light, Value, Pro etc.)
- OS AY CHANGE OF TRAVEL DUE TO CORONA must be added to all changed bookings

Refunds are according to ticketed fare rules.

(Update 03Sep) For travel after 30th of November: change allowed but re-pricing to be done with current availability and collecting the fare difference, if applicable. In these cases please contact AY Agent Helpdesk for authorization. Change must be made latest 7 days before departure. If change is made less than 7 days before departure the change conditions follow the original ticket rules.

These rules also apply to individual Tour Operator bookings using TO fares, but they do not apply to Finnair Holidays, Aurinkomatkat/Suntours, other tour operators' customers or Group bookings.