

01st July 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 **31st 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.
- Ticket issued on/from **01Apr2020 to 31Dec2020** on international commercial flights.
- 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.

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.
- Government order to temporarily suspend internationally commercial flights to Vietnam on/after 16Jun2020
- 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 **31st Dec 2022**;
- + Fare, tax/fee/charges and surcharge difference (if any) must be collected.
- + New/exchanged ticket validity is 1 year from reissue/exchange date
- Tickets must be exchanged/reissued as follows:
 - + “NVB/NVA” box: enter the new min/max stay based on fare rule.
 - + “END/RES” box: show this Circular number and fare restriction in format: **“356TTBSP. New ticket voluntary change/refund restriction. Current applicable Involuntary handling principle (if any)”**
Example: “356TTBSP.Non-rfnd. Invl due to force majeure” or “356TTBSP. RFND/CHANGE 50USD. SC FORCE MAJEURE”
- 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.**
 - Travel voucher/EMD for future travel also available, for more information please contact sales.uk@vietnamairlines.com
 - 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: show this Circular number and fare restriction in format: **“356TTBSP. New ticket voluntary change/refund restriction. Current applicable Involuntary handling principle (if any)”**.
Example: “356TTBSP. Non-rfnd. Invl due to VN fault” or “356TTBSP. RFND/CHANGE 50USD. SC VN FAULT”
 - + The new flight date must be on/before **31st Dec 2022**.
 - Refund:
 - + Refund fee and restrictions are waived.
 - + Travel voucher/EMD for future travel also available, for more information please contact sales.uk@vietnamairlines.com
 - + Refunds are accepted via BSP link.

3. Effectiveness

This notice takes immediate effect from **1st July 2021 until 30th June 2022** and is replacing the effectiveness of the previous notice dated 1st January 2021.

For any further concerns, please contact us at email: **sales.uk@vietnamairlines.com**