

TARIFF INFORMATION

NO. 15/21

TO: CROATIA AIRLINES SELLING OFFICES
SELLING AGENTS & GSA

DATE: 28JUL2021

SUBJECT: **OU FULLY FLEXIBLE POLICY Due to Coronavirus travel disruptions**

The Good Will Policy does not endorse independent interpretation of fare rules outside the common practice. All Croatia Airlines sales and ticketing offices are instructed to strictly adhere to fare rules and policies written below. RBD violation, usage of coupons out of sequence or contravention of fare notes in any paragraph is strictly prohibited by this GWP.

ELIGIBILITY

- Passengers holding OU/831 tickets issued **on/before 30SEP21** for travel **on/before 30OCT21**.

Rebooking:

FULLY FLEXIBLE - Unlimited number of rebookings is permitted free of charge, provided:

- Ticket is exchanged for rebooking before the date of the flight being changed
- New travel dates within ticket validity,
- If the same RBD is not available, the fare difference should be collected
- A note should be inserted in the PNR: **“REBOOKED DUE CORONA VIRUS (INSERT DATE)”**
- Origin and destination of the original fare component cannot be changed.



Refund:

Unused ticket:

- Voucher refund –
 - refund the full value of unused ticket including ticketing/service fee,
 - any other fee paid for ancillary services (first bag, seat reservation...) refund only in case of cancelled flight.
- Voucher can be exchanged for the new OU/831 ticket within 24 months from the date of issuance.
- Voucher can be exchanged for the new OU/831 ticket with a different passenger name than originally issued, provided additional payment of 40EUR/100HRK per change is collected and the consent from voucher owner/sponsor of the original document is given.
- If voucher is used for more than one ticket, the name change should be charged per ticket.

Partially used ticket:

- Voucher refund - refund the full value of totally unused fare component including any fee paid for optional services related to unused fare component.
- Ticketing fee is non-refundable for partially used tickets.
- Voucher can be exchanged for the new OU/831 ticket within 24 months from the date of issuance.

Voucher must be issued before the original flight date.

Passengers holding other carriers' ticket document must contact the ticket issuing carrier for refund policy information.

Further publications: This policy can also be found on www.croatiaairlines.com

Tariffs & Commercial Agreements Department

