

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	30-Sep-21	30-Sep-22	Yes	If issued on/before 31-MAR-21 then travel to be completed 24 months from last unused flight. If issued on/after 01-APR21 then 24 months from original ticket issue date	Re-issue/re-book before last date for travel	No	Only if flights are cancelled by airline	GDS
American Airlines	30-Sep-20	31-Mar-21	Yes	31-Mar-22	Re-issue/re-book before last date for travel	No	Only if flights are cancelled by airline	GDS
Air France/KLM	All	31-Mar-22	No fare difference to same destination if a flight is cancelled by the airline and same RBDs available for new dates	560 days from original	Re-issue/re-book before last date for travel	No	Yes. If original travel is before 31MAR22. Or if flights are cancelled. No-show is not permitted.	GDS
British Airways	Two policies, before and after 03/03/20	If made before 03-MAR-20 then 28-FEB-21. If made after 03-MAR-20 then up to 31-AUG-22	Yes	Travel until 30-Sep-23	Re-issue/re-book before last date for travel	No	Only if flights are cancelled by airline	GDS
Delta Air Lines	Two policies, before and after 17/04/2020	31-Apr-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 by airline	GDS
Emirates	Two policies, before 30/09/20 and from 01/10/20	31-May-22	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 760 days from the date of original ticket issuance. Option to extend further 365 days but must contact us prior to 760 day expiry	Re-issue/re-book before last date for travel	No	Yes	GDS
Ethihad Airways	31-Mar-22	31-Mar-22	Involuntary: Only tax will apply Voluntary: Original ticket used as credit	Rebook by 31MAR22 regardless of ticket validity	31-Mar-22	Yes	Only if flights are cancelled, travel ban or positive PCR test	GDS
Qatar Airways	31-Aug-21	All	Yes	Two years from original ticket date or 31st May 2022, whichever comes first	Re-issue/re-book before last date for travel	No	Yes	GDS
Singapore Airlines	30-Sep-21	All	Yes	Within 12 months of original issue	On or before expiry date of ticket	No	Only if flights are cancelled or travel ban	BSP Link
Virgin Atlantic	All	All	Yes	Travel until 30-Apr-23	Re-issue/re-book before last date for travel	No	Only if flights are cancelled by airline	GDS

Other airlines						
Airline	Original Outbound travel date	Fare Difference on New Booking, in the Same Cabin?	Last Date for Travel (*applicable only on fully unused tickets)	Travel voucher?	Full refunds allowed?	Refund Method to Aviate
A3 - Aegean Airlines	07OCT20 - 22MAR22	YES	12 months from original date of ticket issuance (not departure date)	YES	Only if flights are cancelled by airline	GDS
AM - Aeromexico	ALL	Yes	12 months from original date of ticket issuance (not departure date)	Yes, one year from first original travel	Only as per fare rules	BSP Link
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	12 months from original date of ticket issuance (not departure date)	YES	Only if flights are cancelled by airline	BSP Link
AY - Finnair	Until 31DEC21	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	Until 31DEC21	YES	12 months from original date of ticket issuance (not departure date)	YES, EMD valid for 1 year	Only if flights are cancelled by airline	GDS
BR - EVA	ALL	ALL	12 months from original date of ticket issuance (not departure date)	NO	Only if flights are cancelled by airline	GDS
CX - Cathay Pacific	Ticketed prior to 31DEC21	YES	31-Dec-21	YES, travel until 31DEC22, provided change is made by 31DEC21	Yes if travel before 31MAR21, after this date only if flights are cancelled	GDS
DI/DY/D8 - Norwegian	ALL	YES	12 months from original last travel 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?	Last Date for Travel (*applicable only on fully unused tickets)	Travel voucher?	Full refunds allowed?	Refund Method to Aviate
EI - Aer Lingus	Until 30SEP21	YES	12 months from original date of ticket issuance (not departure date)	No	Only if flights are cancelled by airline	GDS
ET - Ethiopian Airlines	Until 30NOV21	YES	Travel until 31DEC21 if tickets are older than 12 months, otherwise travel within 12 months of original ticket issuance	YES, to travel until 31DEC21 or one year from issue date.	If flights have been affected by Covid-19	GDS
FI - Icelandair	ALL	YES	24 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	ALL	NO, if on the same RBD	18 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 or due to UK travel restrictions	GDS
IB - Iberia	ALL (if flights are cancelled)	YES	12 months from original date of ticket issuance (not departure date)	YES (excludes IT bookings)	Only if flights are cancelled by airline	GDS
KQ - Kenya Airways	ALL	YES	12 months from original date of ticket issuance (not departure date)	Rebooking to be done within ticket validity	Only if flights are cancelled by airline	GDS
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	GDS
LHG - Lufthansa Group	01FEB20 - 31OCT21	YES	12 months from original date of ticket issuance	YES	Only if flights are cancelled by airline	GDS
JL - Japan Airlines	Until 25APR22	YES	12 months from original date of ticket issuance	One year from original issue date	Only if flights are cancelled by airline	GDS
MH - Malaysia Airlines	Voluntary: 10JAN20 - 27MAR21 Involuntary: 10JAN20 - 26MAR22	Voluntary: Yes Involuntary: No	30-Dec-22	YES, travel until 30DEC22	Only if ex-UK flights are cancelled by airline	BSP Link
MK - Air Mauritius	ALL	YES	24 months from original date of ticket issuance	YES	Refunds are blocked, only to be processed after 24months from issue date	BSP Link

Airline	Original Outbound travel date	Fare Difference on New Booking, in the Same Cabin?	Last Date for Travel (*applicable only on fully unused tickets)	Travel voucher?	Full refunds allowed?	Refund Method to Aviate
MS - Egyptair	Until 31OCT21	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	GDS
NH - All Nippon Airways	26FEB20 - 30OCT21	Change of RBD not permitted	By NH only, before 23DEC21	NO	YES	GDS
NZ - Air New Zealand	All	YES	By 30JUN22	Yes, travel until 30JUN22	Only if ex EU flights are cancelled by the airline or travel ban in place	GDS
PR - Philippine Airlines	Until 31DEC21	NO (only if re-route)	12 months from original date of ticket issuance (not the departure date)	YES	Only if flights are cancelled by airline	GDS
QF - Qantas	Ticketed prior to 31SEP21	YES	Reissue by 31DEC21	YES, travel until 31DEC23	Only if flights are cancelled by airline	GDS
RJ - Royal Jordanian	Until 30JUL21	YES	Reissue by 31DEC21	YES, EMD are valid for two years from issue date	Only if flights are cancelled by airline	GDS
SA - South African	Ticketed prior to 30JUL21	YES	By 31MAR23	YES, ticket is valid for 24 months	NO	BSP Link
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	Ticketed prior to 11JUL21 with travel before 30OCT21	NO (same cabin and RBD) however taxes apply	Extended to travel until 31DEC22	YES, travel until 31DEC22	Only if flights are cancelled by airline	BSP Link
TK - Turkish Airlines	Until 31OCT21	YES	30NOV21 or 12 months from original ticket issuance	YES, travel until 30NOV21	Only if flights are cancelled by airline	GDS
TP - TAP Air Portugal	ALL	YES	24 months from original date of ticket issuance (not the departure date)	YES, two years from ticket issue date	Only if flights are cancelled by airline	GDS
TS - Air Transat	ALL	YES	24 months from original date of ticket issuance (not the departure date)	YES, 24 months from original travel dates	YES, refunds must be requested by 26AUG21	GDS/BSPLink

Airline	Original Outbound travel date	Fare Difference on New Booking, in the Same Cabin?	Last Date for Travel (*applicable only on fully unused tickets)	Travel voucher?	Full refunds allowed?	Refund Method to Aviate
UA - United Airlines	All	YES	If issued between 01MAY19 - 31MAR21 validity extended to 31MAR22. Otherwise 12 months from original date of ticket issuance	YES, to travel before 31MAR22	YES (if flights are cancelled and no re-protection has been given, or if the SC is over 2 hours)	GDS
UL - SriLankan Airlines	26JAN20-31DEC22	YES	By 30SEP21	YES, valid for 1 year from request	Only if flights are cancelled by airline	BSP Link
UX - Air Europa	All travel dates (cancelled flights only)	YES	12 months from original date of ticket issuance (not departure date)	YES	Only if flights are cancelled by airline	BSP Link
VN - Vietnam	Ticketed 01APR20 - 31DEC20	YES	31-Dec-22	YES	Only if flights are cancelled by airline	BSP Link
WF - Wideroe	Ticketed before 30SEP21	YES	Travel by 31DEC21	NO	Only if flights are cancelled by airline	GDS
WY - Oman Air	From 01FEB20	YES	36 months from original date of ticket issuance (not departure date) but reissue must be done by 31DEC21	YES, 36 months from original ticket date	YES (minimum processing times around 6 months)	BSP Link
WS - Westjet	Ticketed before 30SEP21	YES	24 months from original date of ticket issuance (not departure date)	YES, 24 months from original ticket date	Only if flights have UN,UC, NO status in the PNR departing from UK or USA)	GDS

LAST UPDATE 31AUG21 - 16:17