

Dear trade partner,



RwandAir flexible policies for South Africa, Zambia & Zimbabwe (COVID policy)

Following the Government of Rwanda's directive to temporarily suspend direct flights between Rwanda and Southern Africa, RwandAir has suspended flights to and from Johannesburg, Cape Town, Lusaka and Harare until further notice.

For that reason, we would like to herein share with you our flexible policies for South Africa, Zambia & Zimbabwe (COVID policy).

Tickets issued on/before 30 Nov 2021

Rebooking fees

2-time waivers permitted regardless of whether booked flight was cancelled or not.

Ticket

validity

The validity on all tickets under this category is hereby further extended to 30 June 2022.

Refunds

All tickets affected by flights suspension are refundable by voucher only. Cash refunds possible when flights resume

Name

change

One free name change permitted on affected tickets.

Rerouting

Rerouting permitted free of charge. Fare difference (if any) shall apply.

Barter/Award/Rebate/Non-

revenue

tickets

Miles of cancelled tickets will be freely credited, and taxes and fees will be refunded.

Passenger

Reprotection

Only returning passengers or those in transit will be reprotected on OAL.

Tickets issued 01 Dec 2021 – 28 Feb 2022

Rebooking fees

Unlimited changes. Ticket is opened to unlimited changes until 30 June 2022. After this date, changes to unused tickets shall comply with applicable fare rule.

Ticket validity

One-year ticket validity starting from ticket issue date (for totally unused tickets) or from the first outbound travel date (for partially used tickets), whichever is earlier.

Refunds

Refunded either by voucher credits or through the same mode of payment that the ticket was purchased.

Name change

One free name change permitted on affected tickets.

Rerouting

Rerouting permitted free of charge. Fare difference (if any) shall apply.

Barter/Award/Rebate/Non-revenue tickets

Miles of cancelled tickets will be freely credited, and taxes and fees will be refunded.

Passenger Reprotection

Only returning passengers or those in transit will be reprotected on OAL.

These provisions shall apply on all affected passengers on WB operated flights (Codeshare flights excluded). The rule shall remain in force until advised by the airline.

**Feel free to reach our call centre on
01293 874922**

(Open 1000 - 1700 Monday to Friday)

Thank you and we look forward to welcoming you on board.

For bookings and enquiries contact:

sales.london@rwandair.com

Open from 1000-1300 & 1400-1700 Monday to Friday

RwandAir UK
Suite 9A Gatwick House
Peeks Brook Lane
Horley, Surrey
RH6 9ST

