Air Europa schedule change policy 25/07/2022

Hi Adam,

The endorsement is **SKCHG**

Regards,

**Silvana Orlandi**

Trade and Groups Reservation Supervisor, UK

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[www.air-europa.com](http://www.air-europa.com/) I [www.aireuropaexperts.com](https://urldefense.com/v3/__http%3A/www.aireuropaexperts.com/__;!!Gc8LZgnWFkLLRHS0Eg!05M_W-HUDd4qmq5BppkJYabkNeJri2AM5h4Qn-fn2riSBlzCT--Y7qT2-DYxqWggc-63pHE$)



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**From:** Travel Innovation Group - Fares <Fares@TravelInnovationGroup.com>
**Sent:** 25 July 2022 12:37
**To:** BOOKING.UK <booking.uk@aireuropa.com>
**Cc:** daniel.royle@aviateworld.com; Travel Innovation Group - Fares <Fares@TravelInnovationGroup.com>
**Subject:** RE: Air Europa schedule change policy

Hello Silvana, I’m good thanks, same for you hopefully? Would you be able to advise if there’s an endorsement we can use to re-issue ticketed bookings where the original class is available for the preferred flight +/- 7 days? Are

Hello Silvana,

I’m good thanks, same for you hopefully?

Would you be able to advise if there’s an endorsement we can use to re-issue ticketed bookings where the original class is available for the preferred flight +/- 7 days? Are we able to use a generic endorsement such as ‘DUE SKCHG UX123 DDMMM’?

Thank you again for your advice on these guidelines.

Kind regards,

Adam



**From:** BOOKING.UK <booking.uk@aireuropa.com>
**Sent:** 18 July 2022 11:27
**To:** Travel Innovation Group - Fares <Fares@TravelInnovationGroup.com>
**Cc:** Daniel Royle <Daniel.Royle@aviateworld.com>
**Subject:** RE: Air Europa schedule change policy

Good morning Adam,

Thanks for contacting us. I hope that you are well.

The attached information is still valid.

Regarding your questions, for **Un-ticketed bookings** you should check the availability in the flights and rebook in the classes available.

**Ticketed bookings** the airline usually rebook in an alternative date/flight. If the passenger prefers another day, for the long haul flights we can rebook 7 -/+ of the original date.

If the same class is not available you should contact us to force the class (if there are seats available in the same cabin).

Full refund is possible due to Involuntary schedule change.

Regards,

**Silvana Orlandi**

Trade and Groups Reservation Supervisor, UK

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**From:** Travel Innovation Group - Fares <Fares@TravelInnovationGroup.com>
**Sent:** 14 July 2022 12:31
**To:** UKSALES <uksales@air-europa.com>
**Cc:** Travel Innovation Group - Fares <Fares@TravelInnovationGroup.com>; daniel.royle@aviateworld.com
**Subject:** Air Europa schedule change policy

Good Afternoon, I hope everyone is well? In 2019 we previously received the attached information regarding handling of schedule changes – would you be able to advise if we should still be guided by this information? If not, would you

Good Afternoon,

I hope everyone is well?

In 2019 we previously received the attached information regarding handling of schedule changes – would you be able to advise if we should still be guided by this information? If not, would you be able to provide an up to date document detailing your handling procedures?

If there is no such document, could you advise your general guidelines in the below circumstances?

**Un-ticketed bookings**

* What flexibility do we have to rebook flights with cancellations greater than 2 hours/which no longer meet connection/are cancelled outright (e.g. +/- how many days, is same cabin any rbd rebooking permitted, can we re-book to another airline if there are no Air Europa flights available)

**Ticketed bookings**

* What flexibility do we have to rebook flights with cancellations greater than 2 hours/which no longer meet connection/are cancelled outright (e.g. +/- how many days, is same cabin any rbd rebooking permitted, can we re-book to another airline if there are no Air Europa flights available)
* Can you confirm that we are able to refund in full any bookings affected by the above circumstances?

If you would like any further information to support this query please let me know. For your reference our agency trading name is Aviate Management and our IATA is 91283614.

Kind regards,

Adam

