**Cancellations - IRR and sch chg**

**CANCELLATIONS CAN BE DIVIDED INTO TWO GROUPS**

* CANCELLATIONS CAUSED BY EXTRA ORDINARY CIRCUMSTANCES
* CANCELLATIONS NOT CAUSED BY EXTRA ORDINARY CIRCUMSTANCES

Cancellations caused by extra ordinary circumstances unable to foresee. Cancellations less than 24 hours before departure.

* Bad weather
* Strikes
* Technical reasons
* Political instability
* Security risks
* Air Traffic Management decisions

Passengers who are facing a cancellation caused by extra ordinary circumstances are entitled to the following assistance:

* Rebooked or rerouted to other WF-flight or return to first point of departure within same service class/cabin class.
* Refund

IRR - Passengers holding separate tickets WF/SK  
SK/WF - WF/SK   
For service reasons, WF shall assist the passenger holding 117- or 701-documents with rebooking/rerouting to the next available SK or WF flight free of charge in the same booking class or lowest available booking class in the same service class as originally booked.

Widerøe will not absorb costs such as, but not limited to, accommodation, food and surface/air transportation

Cancellations not caused by extra ordinary circumstances planned in advance

If a flight is cancelled in advance, or affected by a schedule change, this is to be considered as "not caused by extra ordinary circumstances".  
These types of cancellations or changes, must always be taken care of by selling office by changing to HK or cancel the PNR as soon as possible or at latest 14 days after the timetable change notice.

In the case PNR is not handled as described above, full refund of non-refundable tickets will not be accepted and ADM issued.

Passengers holding reservations, affected by cancellation or schedule change in advance, are entitled to the following assistance:

* Rebooking to other WF flights within ticket validity (in the same booking class or lowest possible within same service class) , if given alternative is not acceptable.
* Refund (if departure or arrival time differs more than 2 hours)

Rebooking requests received later than 14 days after the timetable change shall be counted as voluntary change and subject to the original fare conditions and fees.  
Widerøe will not accept refund if the passenger in first hand has accepted the timetable change and selling office has inserted HK in the booking.

**Attachments**:

[Station Handling - TP TPC and irr.docx](https://www.wfsalesinfo.no/reservation/cancellations-irr-and-sch-chg/) (Word)

*Updated: 12-04-2021 @ 10:00*