

RE-PROTECTION POLICY

PASSENGERS WITH WB TICKET ISSUED ON CANCELLED or RE-SCHEDULED FLIGHTS

Passengers booked on cancelled/re-scheduled flights have the right to select one of the following options.

Travel Agencies are requested to inform their clients in a timely manner.

REBOOKING - WB operating in the same booking class only

Without any penalty - passengers can be rebooked onto a new flight +/- 14 Days of the departure date of the cancelled/rescheduled flight

Should the same booking class not be available, the options are:

- Date change to a new date where same booking class is available
- Rebook in a different booking class – Fare different applies
- If the same booking class is available to Waitlist please send an email with details of PNR to **agent-support@rwandair.co.uk** – Once the Waitlist is confirmed, a waiver code will be provided and should be endorsed in the re-issued ticket including in the endorsement box(**INVOL REISSUE due to SKD CHG / FLT NUMBER AND DATE**).

REFUND

- Full refund without penalty, of complete /partially unused ticket in the original form of payment – all refund documentation should be endorsed **WBRFWDSCGB**

***If rescheduled flight is less than 60 minutes and does not affect onward connections – fare rules apply for changes/refunds.**

AGENT SUPPORT opening hours : 09:00 – 17:30 (Monday to Friday)



+ 44 (0)1293 87 49 85



agent-support@rwandair.co.uk