

Top 20 Airlines by Region			
This is a summary view of policies that has been captured on airline websites on a periodic basis. The summary text does not represent the complete terms and conditions and is provided for informational purposes only and without guarantee of accuracy. Please click on the links in this document to see the most up to date and detailed airline policy changes. This information is also likely to change depending on rapidly-evolving circumstances.			
Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
Find out how your agency can handle servicing of the changes across the Travelport systems here (log in to Travelport Support required) https://travelportprod.service-now.com/mytravelport_support?id=kb_article&sys_id=73b728acdbfb041074d718281396196c			
Americas			
ABC AEROLINEAS S.A. DE C.V.	Travel waivers offered by region and booking date, please reference link	20-Mar-20	https://www.interjet.com/en-us/information/important-notice
AEROLINEAS ARGENTINAS	Travel waivers offered by region please reference link for additional information	20-Mar-20	https://www.aerolineas.com.ar/en-us/promociones/detalle/313-important-information-coronavirus
AEROMEXICO	Travel waivers offered by region and booking date, please reference link	20-Mar-20	https://aeromexico.com/en-us/notifications-for-passengers
AEROVIAS DEL CONTINENTE AMER - AVIANCA	Exemptions and change policies offered for International and Domestic tickets. Customers are advised to contact customer service if they're traveling within the next 72 hours. Please reference link for additional information	20-Mar-20	https://www.avianca.com/us/en/can-we-help-you/on-line-solutions/refunds/
AIR CANADA AND AIR CANADA VACATIONS	One-time change permitted for tickets purchased from airline between March 4th and March 31st for all travel completed before December 31, 2020	20-Mar-20	https://www.aircanada.com/us/en/aco/home/book/travel-news-and-updates/2020/covid-19.html#cancel-existing
AIR TRANSAT	Flights booked on or before March 4th for travel until April 30th can change the date or destination travel must be completed by December 31, 2020	20-Mar-20	https://www.airtransat.com/en-US/travel-information-en-us/coronavirus
ALASKA AIRLINES	Waiving change and cancellation fees for travel through April 30th for tickets purchased on/before February 26th, and for new tickets purchased between February 27th and March 31st. Tickets purchased through a third party, contact them directly	20-Mar-20	https://www.airtransat.com/en-US/Travel-Information-en-US/Notice-to-Travellers
AMERICAN AIRLINES	Tickets purchased between March 1st and April 30th, including restrictive Basic Economy tickets, will be granted a one-time change without incurring the standard \$200 change fee	20-Mar-20	https://www.aa.com/118n/travel-info/coronavirus-updates.jsp
COPA AIRLINES	Tickets purchased until March 31st with travel dates originating or completed by June 15th can be adjusted without a change fee. The exemption only applies once	20-Mar-20	https://www.copaair.com/en/web/us/coronavirus-measures-travel-with-confidence
DELTA AIR LINES, INC.	Blanket waiver on all tickets (Domestic & International) purchased between March 1st and March 31st, allowing for multiple alterations free of change fees. Tickets purchased during the travel window are permitted changes through February 28, 2021, as long as the original travel dates fall between March 20th and February 25, 2021	20-Mar-20	https://www.delta.com/us/en/advisories/other-alerts/coronavirus-travel-updates
FRONTIER AIRLINES	Tickets issued prior to March 10th with upcoming travel scheduled between March 20th and May 20th, are granted a one-time change to their itinerary without incurring change or cancel fees	20-Mar-20	https://www.flyfrontier.com/travel/travel-info/new-change-policy/
GOL LINHAS AEREAS S.A	Tickets can be cancelled and a credit will be given for a future flights. The value will be available in full for on year, counting from the date of purchase	20-Mar-20	https://www.voegol.com.br/pt/informacoes/comunicado-coronavirus?br=banner1%3D&of=comunicado-coronavirus
HAWAIIAN AIRLINES, INC	Flights booked between March 1-31 can make a one-time, fee-free change to a future travel date; applicable fare differences will apply	20-Mar-20	https://www.hawaiianairlines.com/coronavirus
JETBLUE AIRWAYS	Waiving cancellation and change fees for tickets issued between March 6th and March 31st for travel through September 8th	20-Mar-20	http://blog.jetblue.com/coronavirus/
LATAM AIRLINES	Increased flexibility of our policies to reschedule flight date and/or destination. Please reference link for additional details	20-Mar-20	https://www.latam.com/en-us/experience/coronavirus/
SOUTHWEST AIRLINES	Flights can be cancelled 10 minutes prior to departure, funds can be used to pay for a future flights. Funds valid for a future trip up to a year from the original purchase date	20-Mar-20	https://www.southwest.com/Coronavirus/
SPIRIT AIRLINES	One-time fee-free change or cancellation. Must call Customer Service 801 401 2222	20-Mar-20	https://customersupport.spirit.com/hc/en-us/articles/360006469277-What-is-Spirit-doing-to-address-concerns-about-COVID-19-coronavirus-
SUN COUNTRY AIRLINES	Customers can change their trip reservation online free of charge as long as the departure date is 60 days out or more. Passengers with flights scheduled through May 31st are permitted to change or cancel tickets without fees.	20-Mar-20	https://www.suncountry.com/safety-updates
UNITED AIRLINES	Tickets booked (International & Domestic) made between March 3rd and March 31st are eligible for a one-time change to a flight of equal or lesser value valid over a period of one year from the original issue date of the ticket.	20-Mar-20	https://hub.united.com/united-coronavirus-covid19-safety-update-2645397564.html
WESTJET	Different flight waivers offered for new, existing and WestJet Vacations bookings. Please reference link for additional details	20-Mar-20	https://www.westjet.com/en-us/travel-info/advisories#coronavirus

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APAC			
AIR CHINA, MULTIPLE BUSINESS C	All tickets with a ticket number beginning with "999" purchased before 0:00 AM on January 28, 2020 for Air China operated flights or CA-coded codeshare flights that have a travel date later than January 1, 2020 (inclusive) can be refunded free of charge within the validity period of one year as long as the refund is requested before the departure of the flight	20-Mar-20	https://www.airchina.co.uk/GB/GB/promotion/refundguide?id=TP_refundguide:20200205:KV:KRF:GB:EN
AIR INDIA	Rebooking fees can be waived for tickets issued till 31 March 2020. The rebooking validity date and whether full refund is allowed upon different origin/ destinations. Please refer to link for details.	20-Mar-20	http://www.airindia.in/images/pdf/New-Sunil-EDITED-VERSION-WAIVERS-FOR-COVID-19-18-MAR20-8.pdf
AIR NEW ZEALAND	Offering the option to hold your fare in credit for any international or domestic bookings for travel commencing between 20 March and 14 April 2020.	20-Mar-20	https://www.airnewzealand.com/travel-alerts
ALL NIPPON AIRWAYS CO LTD	Customers with applicable tickets can request a refund with cancellation fees waived. Requests can be made up to 1 year and 30 days from the travel start date (or issuance date if prior to travel.) The eligible periods are different from each origins/ destinations. Please refer to link for details.	20-Mar-20	https://www.ana.co.jp/en/ip/topics/notice200123/
ASIANA AIRLINES	Waiving reissue/refund penalties for all international routes (1 time only). Ticketing date applies to March 10, 2020 - April 30, 2020 with departure date starting from March 10, 2020	20-Mar-20	https://flyasiana.com/C/HK/EN/customer/notice/detail?id=CM202003110001201697
CATHAY PACIFIC AIRLINES	Waiving rebooking, rerouting and cancellation fees for all destinations/ origins with ticket booked on/before 17 March 2020 and travel dates from 17 March 2020 until 31 May 2020. Eligible to rebook or reroute for travel on/before 10 December 2020	20-Mar-20	https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/covid-19-refunds-and-ticket-changes/refunds.html
CHINA AIRLINES	Waive ticket reissue charge for tickets issued On/before 18MAR20(subject to the region) with travel date on/before 30APR20. The applications must be filed on/before 30APR20. The eligible periods are different from each origins/ destinations. Please refer to link for details.	23-Mar-20	https://www.china-airlines.com/uk/en/discover/news/travel-advisory?travelAlert=37984-7030
CHINA EASTERN AIRLINES	Waiving refunding fee for 781 beginning tickets purchased or exchanged before January 28 2020 with travel date on or after 28th Jan 2020 and the application of refunding must be submitted before the flights take off. Special cancel & refund policy applies to student passengers, please visit the reference link for more information.	23-Mar-20	https://hk.ceair.com/newCMS/hk/en/content/en_News/TravelAlert/
CHINA SOUTHERN AIRLINES	For international flight with travel date between 2nd Feb 2020 until 10th Jun 2020, allowed to change travel date once free of charge to flight(s) traveling before June 10, 2020; allowed to date change/reroute once for free to other CZ operate flights between destinations within the same country or region (the change date should be 14 days before or after the original flight, and before 10th June 2020). Free refund is allowed if applied before the departure. Please visit the reference link for China domestic tickets and other special arrangement details.	23-Mar-20	https://www.csair.com/en/about/news/notice/2020/1e0pn90bs7ete.shtml
EVA AIRWAYS CORPORATION	Refund penalty will be waived for all routes except for Singapore / Japan Route. (Refund penalty will be charged by original ticketing rule for Singapore / Japan Route); Rebooking/Reissue policies are subject to the routes, please visit the reference link for more information.	23-Mar-20	https://www.evaair.com/en-global/about-eva-air/news/travel-news/2020-01-24-wuhan-coronavirus.html
INDIGO AIR	For involuntary flight cancel/reschedule due to the COVID-19, refund/change fee will be waived; For voluntary cancellation requests, normal cancellation fee will be applicable; For voluntary change requests, bookings made between 09th March, 2020 till 31st March, 2020, for any travel date. You can reschedule your journey multiple times, without paying any change fee; If the travel date is on or before 31st March, 2020 You can reschedule your journey multiple times for travel before 31st March, 2020 without paying any change fee or You can reschedule your journey only once for travel beyond 31st March, 2020 without paying any change fee.	23-Mar-20	https://www.goindigo.in/information/corona-virus-travel-restrictions.html
KOREAN AIRWAYS CO LTD/SELGW	(1) Passengers with entry restriction regarding COVID-19 *Travel Date : ~ June 30, 2020 *Waiver for refund penalty. Permission of date/itinerary changes. *Reissue penalty shall be waived once. (any fare differences should be collected); (2) Traveling to/from Americas *Departure Date : ~ June 30, 2020 *Issued on/before March 9, 2020 *Reissue penalty and No-show penalty shall be waived once and Ticket must be reissued on/before June 30, 2020; (3) Full refund available for Daegu (TAE) routes (Including Non-Refundable Ticket) The policies are different from each origins/ destinations. Please refer to link for details.	23-Mar-20	https://www.koreanair.com/global/en/about/news/travel_info/2020_01_WUH.html
MALAYSIAN AIRLINE SYSTEM BERHAD	Cancellation and service fees are waived for passengers that are denied check-in on Malaysia Airlines flight if they do not meet the country's Travel Restrictions. Normal ticket T&C applied for other refunding including Malaysia Airlines' Ultimate Flexibility Tickets holders who can enjoy unlimited date/destination change. Please visit reference link for additional information.	23-Mar-20	https://www.malaysiaairlines.com/hk/en/advisory/important-notice.html

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PHILIPPINE AIRLINES	Passengers in all domestic and international flights during the Enhanced Community Quarantine period imposed by the Philippine Government from March 15 to April 30, 2020 and passengers whose flights are affected by COVID-19 cancellations or are banned for travel can rebook or reroute once without penalties to a later flight with available seat(s) within the ticket validity period. The new travel date must be within November 30, 2020* or within ticket validity, whichever comes first. Please visit reference link for additional information.	23-Mar-20	https://www.philippineairlines.com/en/faqs/2019novelcoronaviruscov
QANTAS AIRWAYS, LTD	Customers with existing bookings until 31 May 2020, can cancel their flight and retain the value of their booking as a flight credit. Cancellations must be processed by 31 March 2020. The flight credit must be redeemed by 30 September 2020 or within 12 months of the date that the original ticket was issued, whichever date is later. The change fee will be waived. Please visit reference link for additional information.	23-Mar-20	https://www.qantas.com/au/en/travel-info/travel-updates/coronavirus.html
SINGAPORE AIRLINES LTD	All rebooking fees can be waived for tickets issued on or before 15 March 2020, for travel up to 31 May 2020, with immediate effect. Customers can cancel their existing flight itineraries, retain the value of their tickets and rebook their travel at a later date, when they are able to firm up their new travel plans. The new flight itinerary should be completed by 31 March 2021. Applies to all bookings for travel up to 31 May 2020. Please visit reference link for additional information.	23-Mar-20	https://www.singaporeair.com/saar5/pdf/media-centre/200315TravelWaiverPolicy.pdf
SRI LANKAN AIRLINES LTD	Will waive change and reissue fees on all tickets issued on or before March 31st ,2020. Irrespective of the routing and place of issue, the Airline shall permit one change (flight/date/routing) to ensure utmost convenience in view of various flight disruptions and regulations imposed around the world. Please visit reference link for additional information. Please visit reference link for additional information.	23-Mar-20	https://www.srilankan.com/en_uk/corporate/emergency-news-detail/505
THAI AIRWAYS	Travel waivers offered by region and booking date, please reference link	23-Mar-20	https://www.thaiairways.com/en_HK/news/news_announcement/news_detail/coronavirus.page
VIRGIN AUSTRALIA INTERNATIONAL AIRLINES	This applies to new and existing bookings for travel between 15 March and 30 June 2020. * Change of date or destination: Guests can change their flight to a later date and/or to a different destination, without incurring a change fee. *Request a cancellation: If your departure is not within 48 hours and you no longer wish to travel you may request a credit of your fare to Travel Bank with no cancellation fee. Please visit reference link for additional information.	23-Mar-20	https://travel.virginaustralia.com/au/coronavirus-update?icmpid=va c_crm au_hp fre covid19 na
VISTARA	Ticket is issued on/before 31-Mar for travel commencing on/before 30-Apr, you may opt for an alternate date of travel till 31-Dec 2020, without any change fee. However, the fare differential, if any, will be applicable. Please visit reference link for additional information.	23-Mar-20	https://www.airvistara.com/th/coronavirus-update

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Europe			
AEGEAN AIRLINES	All tickets that are booked up until 30th of April with travel date up until 20th of October can be rebooked online through our website (aegeanair.com, olympicair.com) in the section My booking with no rebooking fees (possible fare difference applies). To assist our passengers with cancelled flights to better adjust their travel plans, especially those who do not want to rebook for a future date at this time, we offer a credit voucher of equal value to the ticket purchased, valid for redemption on any future flight within the next 12 months. (via online form)	23-Mar-20	https://en.aegeanair.com/aegean-announcement/
AEROFLOT RUSSIAN AIRLINES	Passengers holding tickets for travel on or before 20 March 2020 may rebook or request a refund by 30 April 2020 at no additional cost. Passengers with tickets to travel on or after 21 March 2020 may rebook or request a refund during the entire validity period of the ticket.	23-Mar-20	https://www.aeroflot.ru/ru-en/
AIR EUROPA	If your ticket has been issued before 11/03/20 and you plan to fly between 15/03/20 and 30/04/20, we allow you: Change of date or route to fly up to and including 15 June by paying only the difference in fare. If you wish to change after June 15, you can do so by applying fare conditions. To request this, you must contact your point of sale or travel agency. VOUCHER: In case you do not make the trip, you can save the amount of the ticket to use it as credit in a future purchase (valid for any destination operated by Air Europa or on the same route as the original ticket). This voucher must be used to fly up to and including December 31, 2020. You can request your voucher by completing the form [on airline website].	23-Mar-20	https://www.aireuropa.com/es/en/aea/comunicados.html
AIR FRANCE	YOU WANT TO POSTPONE YOUR TRIP If you have purchased a ticket for a flight departing before 31 May 2020, you have until 30 September 2020 to postpone your departure date without change fees. Your new trip must begin no later than 30 November 2020 included. YOU WANT TO PLAN A TRIP Book with confidence. For any booking made before 31 March 2020, you have until 30 September 2020 to postpone your departure date without change fees, subject to availability of the same fare. Your new trip must begin no later than 30 November 2020.	23-Mar-20	https://www.airfrance.ie/IE/en/common/page_flottante/hp/news-air-traffic-air-france.htm
ALITALIA AIRLINES	All passengers who purchased a ticket issued by 3 April for a flight departing from 23 February to 31 May can request the following by 31 May: To change your booking for another trip taking place by 31 December. A refund with a voucher of equal value to the ticket purchased, valid for one year, to fly to any destination offered by Alitalia.	23-Mar-20	https://www.alitalia.com/en_en/fly-alitalia/news-and-activities/news/info-flights.html
AUSTRIAN AIRLINES	See LUFTHANSA entry.	23-Mar-20	https://www.austrian.com/Info/Flightinformation/Travel%20Alerts.aspx
BRITISH AIRWAYS PLC	If you need to cancel your booking: If you are due to travel between now and 31 May 2020 you can cancel your booking by filling out an online voucher form (on airline website) When they receive your form, they will cancel your booking at no charge and email you with a voucher to the value of your booking. Your voucher will be valid for travel within 12 months from your original departure date. Applies to bookings made at any time for travel between 14 March 2020 – 31 May 2020 . If you need to change your booking: Change fees have been waived (will need to pay fare difference) Applies to all bookings made between 3 March and 31 May 2020, with a departure date up to 31 December 2020. Change of destination requires online voucher form.	23-Mar-20	https://www.britishairways.com/en-gb/flights-and-holidays/flights/book-with-confidence
BRUSSELS AIRLINES	See LUFTHANSA entry.	23-Mar-20	https://www.brusselsairlines.com/en-uk/misc/AlertMessageDetail.aspx

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FINNAIR	<p>When you haven't received a message on a flight cancellation: Please go to Manage booking and check that we have your current contact information so that we can reach you if your flight is cancelled. You can now postpone your travel until 30 November 2020 with no extra cost. If you haven't received a message about a flight cancellation, you can go to Manage booking to change your travel date yourself. You can change your travel dates if You made your booking latest on 30 April 2020. Your original travel date is latest on 30 November 2020. You made your booking via Finnair channels. You have a Finnair operated and marketed flight.</p> <p>When you have received a message that your flight is cancelled You can apply for a refund for the unused part of your flight ticket and the purchased travel extras. To apply for a refund, you only need to fill in this online form. We will fully refund the unused part of your flight ticket. We, unfortunately, have delays in the refund processing because of high refund application volumes. Our average handling time is approximately one month. You can postpone your travel until 30 November 2020 with no extra cost by contacting our customer service, please see below for further instructions. You can change your travel dates if You made your booking via Finnair channels. You have a Finnair operated and marketed flight.</p>	23-Mar-20	https://www.finnair.com/gb-en/flight-information/travel-updates
IBERIA AIRLINES	<p>If you have a ticket issued until March 11th to fly between March 1st and April 30th, you have the ability to change the dates or request a voucher* for the amount of the ticket. You can request your voucher by completing a form (on the airline website). *The change of dates can be made to flight until November 30th. If you prefer the voucher, it will be valid until March 31st, 2021.</p> <p>Exceptions: Not valid for flights from April 3rd to 13rd; from April 30th to May 2nd; from June 16th to August 15th; and from October 9th to 12th; December 4th to 9th; December 19th to January 10th; 24th to 31st March 2021. The vouchers can be used without date restrictions to fly until March 31, 2021.</p>	23-Mar-20	https://www.iberia.com/ie/latest-update-of-our-flights/#Ultima_hora_Coronavirus
KLM - ROYAL DUTCH AIRLINES	<p>Global Rebook Policy Coronavirus If you have booked a flight with a scheduled departure until 31 May 2020, please see below rebooking options we can offer you.</p> <ol style="list-style-type: none"> 1. Change your travel dates You may change your travel dates without having to pay the change fee. Until and including 30 November 2020, you can change your travel dates if the same travel class as mentioned on your original ticket is available. From 1 December 2020 onwards, you can change your travel dates if the same fare type as mentioned in your original ticket is available. If you change to a higher fare type, you may need to pay the fare difference. 2. Change your destination You may use the full value of your original tickets for new tickets on KLM, Air France, Delta Air Lines or Virgin Atlantic. You will not have to pay the change fee. 3. Request a voucher You can also choose to postpone your trip. In this case, we will provide you with a voucher that will be valid for 1 year and can be used on KLM, Air France, Delta, and Virgin Atlantic flights. This voucher will be non-refundable. 	23-Mar-20	https://www.klm.com/travel/gb_en/prepare_for_travel/up_to_date/flight_update/index.htm
LOT POLISH AIRLINES	<p>The procedure applies to individual bookings made before March 31st, with flights scheduled to happen between March 28 and April 24, 2020. You can now change your travel date for free to flights by December 31, 2020 (travel should be completed by that period) provided that the same routing and booking class are preserved. If you choose the date of a trip which the originally selected booking fare is not available on, you will need to pay the applicable difference resulting from the currently available fare and conditions.</p> <p>Note: Website has different conditions for flights to/from USA and Canada. Varies by route, please check the link.</p>	23-Mar-20	https://www.lot.com/gb/en/flexible-rebooking-options

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LUFTHANSA GERMAN AIRLINES	<p>"In view of the exceptional circumstances caused by the spread of the coronavirus, the Lufthansa Group Airlines Lufthansa, SWISS, Austrian Airlines, Brussels Airlines and Air Dolomiti offer even greater flexibility for your travel plans."</p> <p>EXISTING BOOKING If you hold a ticket for a cancelled or an existing Lufthansa Group flight, you can keep the ticket without having to commit to a new flight date right away. Existing bookings will initially be cancelled, but the ticket and ticket value will remain unchanged and can be extended to a new departure date up to and including 31 December 2020. You can also rebook to another destination. The new flight must be booked until 31 August 2020.</p> <p>NEW BOOKINGS For bookings made until 31 March 2020, the Lufthansa Group airlines waive the rebooking fees for all newly booked flights worldwide and offer a one-time rebooking free of charge – regardless of the conditions of the original fare purchased. Passengers can in future rebook to a new travel date until 31 December 2020 without rebooking fees. If the original fare is no longer available, the corresponding difference must be paid, but you will receive a €50 discount on this amount.</p>	23-Mar-20	https://www.lufthansa.com/xx/en/flight-information
SCANDINAVIAN AIRLINE SYSTEM	<p>REFUND OPTIONS / FLIGHTS NOT YET CANCELLED Note: This voucher scheme doesn't apply to travel agency bookings: * reservation made on/before 12 March 2020 * The outbound flight for the original booking must be planned to depart 30 April 2020 the latest * the voucher has to be used for a trip planned to depart by 30 November 2020 the latest</p> <p>CANCELLED FLIGHTS REFUND For canceled flights you can apply for a refund, please use the refund form on our website.</p> <p>REBOOKING FREE OF CHARGE when you buy a new ticket between 5 March-23 March 2020 for travel until 28 February 2021 (included). The rebooking fee will be removed. You may still pay the fare difference if the new ticket is more expensive than your original one. Rebooking must be made latest 30 November 2020.</p>	23-Mar-20	https://www.flysas.com/gb-en/traffic-information/message/
SWISS	<p>See LUFTHANSA entry.</p> <p>"Due to the current developments related to the Coronavirus, SWISS offers various goodwill rules for rebookings and cancellations. These goodwill rules are also valid for the entire Lufthansa Group (SWISS, Lufthansa, Austrian Airlines, Brussels Airlines and Eurowings)."</p>	23-Mar-20	https://www.swiss.com/ch/en/various/Breaking-News
TAP PORTUGAL	<p>Conditions for free change: Valid for tickets with original travel date until April 30, 2020; Free change fee, but fare differential is charged when applicable; Change must be made up to 24 hours before the departure of your first flight; One free change per reservation, subsequent changes are charged in accordance to fare rules; Change can be for dates and/or routes, in accordance to the fare rules; (Only date changes can be made through Manage Booking, for route changes you will need to contact the Contact Center.) New travel date to depart until December 31, 2020; Valid only for TAP operated flights; Valid only for reservations in which no flight has been flown; The validity period of the ticket cannot be extended; New flight dates must be within the validity period of the ticket; Valid for Corporate tickets; Valid for award's tickets (paid with miles), change only can be done via the Contact Center.</p> <p>Conditions for issuing the voucher: The issuance of the voucher for the full amount of the ticket is applicable to requested made after 18h/6PM of March 17, 2020 and in the event that no route of the ticket has been used, applicable to tickets paid with cash, including Corporate tickets and can be requested online here.</p>	23-Mar-20	https://www.flytap.com/en-pt/latest-updates
TAROM ROMANIAN AIR TRANSPORT	<p>Offer passengers the possibility to change their tickets on later travel dates or different TAROM destinations with no rebooking fee. Fare differences that may occur will be collected.</p> <p>This commercial facility applies for tickets with at least one travel date until May 31st, 2020 and offers passengers the possibility to decide on new travel dates/TAROM destinations within 12 months since the issuing date of their ticket.</p>	23-Mar-20	https://www.tarom.ro/en/news/flexibility-your-bookings

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TURKISH AIRLINES	<p>We are applying Zero Change Fee and Change to Open Ticket policies for domestic and international flights, so that you can plan your travel with more flexibility, comfort and peace of mind.</p> <p>INTERNATIONAL Your purchase date: March 20, 2020 and before Your travel completion date on your existing ticket (completion date of the last flight on the ticket): Until December 31, 2020 (included) Your rights: Zero Change Fee or Change to Open Ticket Last date for your new flight: February 28, 2021</p> <p>DOMESTIC Your purchase date: March 20, 2020 and before Your travel completion date on your existing ticket (completion date of the last flight on the ticket): Until December 31, 2020 (included) Your rights: Zero Change Fee or Change to Open Ticket Last date for your new flight: February 28, 2021</p>	23-Mar-20	https://www.turkishairlines.com/en-ie/zero-change-fee/
URAL AIRLINES	<p>Ural Airlines invites passengers of canceled flights to make an involuntary return without fines and deductions. To apply for a refund, you must contact the place of purchase of tickets." (Google translate from Russian)</p>	23-Mar-20	https://www.uralairlines.ru/passengers-info/rules/aktualnaya-informatsiya-o-puteshestviyakh/informatsiya-o-koronaviruse/
VIRGIN ATLANTIC AIRWAYS LTD	<p>CANCELLED FLIGHT If you booked direct and you're no longer able to fly due to travel restrictions related to Covid-19, you can * Change your travel date * Reroute to or from another destination * Change it for an open ticket for when you're ready to rebook There's no charge to change your flight. New flights will be subject to availability. If your new travel dates are on or after 01 July 2020, any difference in fare will apply. Travel must be completed by 30 April 2021.</p> <p>CHANGES For customers that have a ticket originally issued on or before 11 March 2020 for original dates of travel up to and including 31 May 2020. Issue date: On or before 11 March 2020 Original travel dates: 1 March 2020 - 31 May 2020 Travel can be rebooked 13 March 2020 - 30 April 2021</p> <p>For customers that have a ticket originally issued between 12 March 2020 and 31 March 2020, for original dates of travel up to and including 30 November 2020: Issue date: Between on or after 12 March 2020 and on or before 31 March 2020 Original travel date: 12 March 2020 – 30 November 2020 Travel can be rebooked 13 March 2020 – 30 April 2021.</p>	23-Mar-20	https://flywith.virginatlantic.com/gb/en/news/coronavirus.html

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
MEA			
COMAIR PTY LTD	If you booked after the 13th of March 2020 for travel before the 17th of May 2020. No Change of Booking Fee will apply (there might be a fare difference that will need to be paid). If you have booked before the 13th of March 2020, for travel before the 17th of May 2020, you have to contact the kulula.com or British Airways Contact Centre, 72 hours ahead of your flight. No Change of Booking Fee will apply (there might be a fare difference that will need to be paid).	23-Mar-20	https://www.comair.co.za/coronavirus/covid19faq
DUBAI AVIATION CORPORATION	You can rebook without penalty to travel at a later date; any difference in fare will apply. You will need to rebook your flights before 31 March 2020. Normal fare rules will apply to any changes made to your booking after 01 April 2020	23-Mar-20	https://www.flydubai.com/en/contact/operational-updates#update-on-coronavirus-covid
EGYPTAIR	EGYPTAIR announced the waiving of all passengers from the change fees for international tickets issued on / from 7th of March 2020 till 31st of March 2020 regardless the date of travel whether to the same destination or to a different destination according to the terms and conditions applicable on each ticket.	23-Mar-20	https://www.egyptair.com/en/about-egyptair/news-and-press/Pages/default.aspx https://www.egyptair.com/en/about-egyptair/news-and-press/Pages/EGYPTAIR%20change%20reservation%20policy%20.aspx
EMIRATES AIRLINES	Customers with tickets issued on/before 31st March who are impacted are eligible for Rebooking, Travel Voucher and Refund options: - Rebooking is permitted within the ticket validity without fee, applicable fare difference if any may apply - Travel voucher for ticket value with a validity of 12 months from date of issue	23-Mar-20	https://www.emirates.com/nl/english/help/travel-updates/#3515
ETHIOPIAN AIRLINES S.C.	Change fees are not applicable to tickets issued anytime for travel from 01-MAR-2020 onwards until 30-JUNE-20. If there is a difference in the airfare or applicable taxes, due to the reissue/rerouting of the ticket, the additional amount will need to be collected. Customers can change their booking to travel on/or before December 31, 2020. •Refund permitted free of charge if only original flight shown on the ticket is canceled. •Full refund can be made free of charge for travel dates between 01-MAR-2020 until 30-JUN-2020 by issuing a voucher of equal amount to be used within one year of issue. •If voucher is required to be refunded, applicable rule at time of ticket purchase shall apply. •No show fee will apply at all times except when flight is canceled involuntarily by the airline. •The policy is applicable for both refundable and non-refundable tickets.	23-Mar-20	https://www.ethiopianairlines.com/aa/en/breaking-news/updates-and-health-advisory-on-the-covid-19-virus
ETIHAD AIRLINES	If you're scheduled to fly with Etihad Airways before 30 June 2020, you can rebook your flight for free, or use the value of your ticket as credit towards your next trip. You can rebook your trip to travel on or before 30 June 2020. You can even fly to a different destination within a specified zone. You can only make one change to your booking.	23-Mar-20	https://www.etihad.com/en-ae/travel-updates/covid-19
GULF AIR B.S.C.	Gulf Air is offering unlimited changes without any change fees: 1.Applicable to all tickets regardless of travel date 2.Unlimited changes without any change fees for future departure dates on the same route 3.Difference in fares may apply for the new departure dates 4.No refund if the fare on new departure date is lower 5.Applicable to all fare types 6.Changes can be made by visiting 'Manage My Booking' on our mobile app or gulfair.com (for tickets issued on or after 10th March) or by contacting the Gulf Air Contact Centre (for tickets issued before 10th March) 7.Passengers who have made their bookings through a travel agent are advised to get in touch with the agents Tickets (including non-refundable tickets) may be refunded without penalty when there has been a Gulf Air schedule change where one or more of the following apply: 1) There is a change to an itinerary resulting in no comparable schedule being available within 24 hours of the originally scheduled departure or arrival 2) A change in the routing of a scheduled Gulf Air flight which adds one or more stops to the original itinerary.	23-Mar-20	https://www.gulfair.com/covid19
JAZEERA AIRWAYS	Are offering passengers additional flexibility when amending their bookings. For ticketing on/after 07 March 2020 and on/before 30 April 2020 for travel on/after 07 March 2020 and on/before 30 April 2020 waived cancellation and rebooking fees across the network.	23-Mar-20	https://www.jazeeraairways.com/en-kw/plan/book/travel-advisory
KENYA AIRWAYS	Kenya Airways is offering a waiver on change fees on all fares excluding travel within Domestic Kenya i.e: MBA/KIS. This waiver will apply to: -All fare types, including groups and conferences. -All Kenya Airways destinations (excluding travel within Domestic Kenya i.e.: MBA/KIS). -All points-of-sale -All travel up to 30th June 2020 Ticket changes/Refunds must be completed by 30th April 2020. If you purchased a non-refundable ticket before 30th April 2020, for travel until 30th June 2020, please contact your travel agents to request for refund in form of a travel voucher(EMD).	23-Mar-20	https://www.kenya-airways.com/Coronavirus-travel-updates/en/

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Region & Airline	Coronavirus COVID-19 Cancel & Refund Policy (Summary)	Last Updated	Airline Reference (External Link)
KUWAIT AIRWAYS CORP	<p>Passengers travelling from 22nd February 2020 – 30th April 2020, regardless of the Ticket issuance date are eligible for Refund / Re-issue / Re-routing without Penalty Charges.</p> <p>Re-booking / Re-issue Penalty Policy for flight cancellation due to COVID-19 Situation:</p> <ul style="list-style-type: none"> • Refundable Tickets are permitted to Re-issue / Re-route without charging reissue / rerouting penalty fees. • Non-Refundable Tickets are permitted to Re-issue / Re-route without charging reissue / rerouting penalty fees for travel until 31 December 2020. • Any difference in Fare, Taxes, Surcharges will be applicable for above. <p>Refund / Cancellation Penalty Policy for flight cancellation due to COVID-19 Situation:</p> <ul style="list-style-type: none"> • Refund on Fully utilized tickets: Full Refund applicable without any refund penalty fees. • Refund on Partially utilized tickets: Refund permitted on the unused component of any tickets. 	23-Mar-20	https://www.kuwaitairways.com/en/information/usefulinfo/Pages/Reissue-Refund-Policies.aspx
MIDDLE EAST AIRLINES	<p>The company confirms that all valued passengers who wish to modify or cancel their bookings onboard MEA flights due to the actions taken, can reschedule/cancel their flights at no additional cost until April 30, 2020.</p>	23-Mar-20	https://www.mea.com.lb/english/about-mea/news-and-press-releases/news-and-press-releases/coronavirus-onboard-precautions https://www.mea.com.lb/english/about-mea/news-and-press-releases/news-and-press-releases/important-announcement-to-our-valued-customers
OMAN AVIATIONCO S.A.O	<p>Starting 6 March, 2020, Oman Air has removed change fees for all tickets purchased from now through till 31 May, 2020. The waiver applies to all tickets, all fare types and all destinations – for travel through 31 October, 2020.</p>	23-Mar-20	https://www.omanair.com/ni/en/travel-advisory-covid-19-coronavirus-outbreak https://www.omanair.com/ni/en/about-us/press-releases/oman-air-offer-change-fee-waivers-light-coronavirus-outbreak
PAKISTAN INTERNATIONAL AIRLINE	<p>WAIVER OF CHANGE OF BOOKING FEES</p> <p>Change of booking fees on ALL international travel to/from Pakistan have been waived. Terms & Conditions:</p> <ul style="list-style-type: none"> - This waiver policy applies on change of booking, refund, and no-show charges. - Travel period valid from 16th March 2020 till 5th April 2020. - Any difference in fare or taxes as a result of the change in booking will still apply. - In case validity of any partially-used tickets is expiring, it may be extended for under one year from the initial date of travel. - Fees for additional services may apply. 	23-Mar-20	https://www.piac.com.pk/travel-updates-and-information
QATAR AIRWAYS	<p>If you are affected, you can re-book your ticket to alternative dates or destinations, or opt to receive a voucher for future travel, valid for one year from its issuance date. This policy applies to all tickets issued anytime until 30 June 2020, for travel on or before the same date.</p>	23-Mar-20	https://www.qatarairways.com/en/travel-alerts/COVID-19-update.html
ROYAL AIR MAROC	<ul style="list-style-type: none"> - Passengers concerned: tickets issued before March 31, 2020 included or passengers of flights cancelled as a result of the COVID-19 crisis, on the entire Royal Air Maroc network excluding domestic flights (award tickets included); - Initial travel date: before June 30, 2020 inclusive; - Change: 1 change free of charge; - Conditions: change to the same destination and same fare class. (Fare difference applicable in case of unavailability of the initial booking class); - New travel dates: until 31 October 2020 (possibility to extend the return date beyond this date to keep the same duration of stay); - Refund: permit against a credit note, non-refundable, valid for 6 months to be used on the entire Royal Air Maroc network (to be issued only via our call center); - The other fare conditions of the ticket remain applicable. 	23-Mar-20	https://www.royalairmaroc.com/int-en/Travel-Info/Traffic-information-and-alerts/Royal-Air-Maroc-commercial-measures-considering-the-current-situation-of-the-COVID-19
ROYAL JORDANIAN AIRLINES	<p>Passengers traveling from the 15th April till the 20th May 2020 who booked or will book ticket from 16th of March till 15th April 2020.</p> <p>Changing reservation is free of Charge (Penalty waived), difference in fare to be collected if applied.</p> <p>Tickets are refundable with Zero penalty fee, (non-refundable taxes to remain non-refundable).</p> <p>Non-refundable tickets to remain non-refundable</p> <p>In case of refund requests effective today till end of March 2020:</p> <p>RJ offers the option to reissue the unused value of the ticket to an EMD (Electronic Miscellaneous Document).</p> <p>For Tickets issued before the 16th March 2020 following rules apply:</p> <p>First reservation change is free of charge and difference in fare to be collected.</p> <p>Refund to be applied according to RJ's ticket terms and conditions. However, for a more flexible experience RJ offers the option to reissue the value of the ticket to an EMD (Electronic Miscellaneous Document), to be used for future bookings.</p> <p>Passengers have the option to freeze their tickets up to one year (from day of issuance) if traveling on/before 31st March 2020.</p>	23-Mar-20	https://ri.com/en/ri-policy-regarding-coronavirus

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RWANDAIR EXPRESS	Customers holding tickets with RwandAir, for flights between 21 March and 20 April, have several future travel options including rebooking with the airline to fly at a later date. All change fees will be waived, giving customers more flexibility to delay their travel.	23-Mar-20	https://www.rwandair.com/media-center/news-press-releases/rwandair-to-temporarily-stop-all-flights-for-30-days/
SAUDI ARABIAN AIRLINES	<p>If flight was cancelled for the period 16 - 29 March 2020, you don't need to take any action. Your ticket will be available for one year for use in the same cabin/class with no fare difference, even if used in a peak period.</p> <p>DOMESTIC FLIGHT TICKET departure between 4 March and 15 April 2020 and ticket purchase from / before 4 March 2020: 1. Cancel your reservation and use your ticket at a later time without fees 2. Or waiver from rebooking fees for one time.</p> <p>If flight departure is before March 4, 2020 or after April 15, 2020 or purchased ticket after March 4 2020: rebooking fees will be applied to ticket.</p> <p>INTERNATIONAL FLIGHT TICKET departure from / before 15 April 2020 and ticket purchase from / before 31 March 2020: 1. Cancel your reservation and use your ticket at a later time without fees 2. Or waiver from a rebooking fee for one time.</p> <p>If flight departure is after 15 April 2020 or purchased ticket after 31 March 2020: rebooking fees will be applied to ticket.</p>	23-Mar-20	https://www.saudia.com/covid-19
SOUTH AFRICAN AIRWAYS	<p>For voluntary Flight changes one (1) free change on SAA operated flights is allowed: Applicability: - Applicable to tickets issued on/before 15 March 2020 for travel between 15 March and 30 April 2020. - Applicable for new bookings for travel planned between 15 March and 30 April 2020.</p> <p>By when should I rebook: - Rebookings and/or reissuance of tickets must be completed on or before 31 May 2020.</p> <p>By when should I complete travel: - Travel must be completed by 28 February 2021.</p> <p>Do I need to pay any additional costs: - All change fees are waived. - Subject to same booking class being available. - If same booking class is not available and/or the total fare has changed due to seasonality an additional charge would be raised.</p>	23-Mar-20	https://www.flysaa.com/za-traveladvisory https://www.flysaa.com/reaccommodation-policy
TAAG-LINHAS AEREAS DE ANGOLA	<p>- For trips scheduled between March 17th and April 30th charges for any rescheduling penalties are exempted.</p> <p>- During this period, passengers can make changes/reschedules of their trips according to availability of seats, ticket validity and length of stay.</p> <p>- In the event of cancellations, TAAG will reimburse passengers for full fare, including tickets purchased with miles.</p>	23-Mar-20	http://www.taag.com/en/Taag/News http://www.taag.com/Portals/0/Ficheiros/Comunicados/NOTA%20EXPLICATIVA%20INGLES.PDF