

# COVID-19 UPDATE



On behalf of everyone at easyJet, we hope you and your loved ones are healthy and safe at this time and we would like to thank our travel industry partners and customers for your continued support.

In these unprecedented times, it has become increasingly difficult to operate flights whilst guaranteeing the wellbeing of our customers and crew and we have made the decision to ground all easyJet aircraft.

This means that from today, throughout April and possibly beyond, there will be no easyJet flights operating anywhere across our network. This was not an easy decision to make but one which was essential to protect the safety of our customers and our people.

**Please note we are in the process of gradually cancelling our flights, and once a flight is cancelled, we have specific options available to our partners.**

- 1 Switch to any other flight, any time, for free.** Customers can fly anywhere on our network until February 2021 and they will not pay change fees or any fare difference. You can do this via Manage Bookings on easyJet.com or proceed via normal change procedures on your GDS depending on how your original booking was made.
- 2 Claim a voucher for bookings made via easyJet.com.** If you aren't ready to book again just yet, a voucher provides the flexibility to book travel later, all the way through to summer 2021. Again, you can apply for a voucher via Manage Bookings on easyJet.com.
- 3 Claim a full refund for bookings made via a third party\* (eg. GDS or SBT).** To avoid any waiting times proceeding via our call centre, you can apply for a voucher via Manage Bookings on easyJet.com, knowing that any booking originally made via a third party (GDS or SBT) will instead be sent a refund. Please note that refunds will automatically be issued to the original form of payment used for the booking. We appreciate your patience while our team is processing your refund as you won't receive a confirmation e-mail after you click 'Request a voucher'. N.B - You will only be able to apply for this once your flight is officially cancelled. Be mindful that once clicking 'Request a voucher', you will receive a refund and not a voucher.

\*Examples: Amadeus, Sabre, Travelport, Concur, KDS, Traveldoo, Egencia, GetThere, IFAO Cytric, Onesto, Click Travel, HRG Online, Travelfusion Desktop.

If you need to contact us about a booking via our Customer Service team, please be aware that our call centre team have been impacted by a combination of high demand and national lockdowns, so call waiting times and processing will be considerably longer than usual.

Customers can be assured that they can still claim for their refund for a cancelled flight after the date of departure.

## **Thank you for your patience and understanding**

During these unprecedented and challenging times, we will be scaling down our Business Development team over the next two months. If your query is urgent and is not specific to refunds as answered above, please send your query to [business.covid-19@easyjet.com](mailto:business.covid-19@easyjet.com) and our central team will respond as soon as possible - in your email title, please highlight the country you are emailing from (e.g. Urgent Question – France).

## **Looking to the future**

We're missing travel as much as anyone but know that we need to be patient and wait for this extraordinary chapter to pass. And as soon as it is safe to do so, we will be flying again.

Until then, we wanted to say thank you for your continued support and understanding. Please look after yourselves and we look forward to welcoming our passengers on board again soon.