

Tuesday, January 7th 2020**Waiver – Earthquakes in Puerto Rico****Notice:** #20-002**Audience:** Travel Agencies**Effective date:** January 7th 2020

We would like to inform you that in order to provide flexibility to passengers travelling from/to **San Juan (SJU)**, who need to change their itinerary due to the earthquakes in San Juan, the following provision has been established:

WAIVER CODE: W4200107EQPR**AFFECTED CITIES**

- **SAN JUAN (SJU)**

DATES

- Applies to tickets issued until: **January 7th 2020**
- Original travel dates: **January 7th to January 9th 2020**
- Rebooked travel must begin: **no later than January 13th 2020**
- New travel date must start by: **January 13th 2020 (inclusive).**

ADDITIONAL INFORMATION

- Passengers may be offered the option of making one **date change** without penalty.
- **Change of O&D** is allowed waiving the change fee but difference in fare may apply according to the fare rule conditions.
- Refundable and non-refundable fares qualify for a refund **if original flight had been cancelled. Otherwise**, tickets may be refunded based on fare rules and regulations applicable in the country.
- If the departure date is changed due to this inconvenience, return dates may be modified at the passenger's request.
- Additional travel expenses that may arise must be covered by the passenger.

Notes:

- Waiver code must be documented in the **endorsement box/field and with an OSI**