



# IRROP WAIVER NOTICE

Friday, April 10<sup>th</sup> 2020

## UPDATE-WAIVER GUIDELINES DUE TO CORONAVIRUS

**WAIVER CODE: W5200410CVNW**

### TERMS AND CONDITIONS

- Applies to tickets issued until: June 30<sup>th</sup>, 2020
- Original travel dates until: December 31<sup>st</sup>, 2021 (either way to and/or from)
- New travel date must be completed by: December 31<sup>st</sup>, 2021

*The passenger must be informed that the validity of the ticket will be extended so that he/she can plan the trip until December 31, 2021. The system will extend the validity of the ticket automatically, no additional procedure is required.*

### ADDITIONAL INFORMATION

#### Option A: Passenger requires a flight or date change

- Flight or date change is allowed waiving the change fee and fare difference, as long as there is available space in the same cabin.
  - Change must be made in the same class
- If there is no space in the same cabin, you can take the space in the Business Class, but fare difference may apply.
  - If the original ticket is in Business Class and at the time of relocation, there is no space. Offer the customer the option to travel in Economy Class, but no residual value will be return.

#### Option B: Passenger requires a route change

- If the original route has not been canceled, route change is allowed, and change fee will be waived, but fare difference may apply according to the fare rule conditions.
- If the original route has been canceled, the route change is allowed waiving the change fee and fare difference, as long as there is available space in the same cabin of the original ticket and the new destination is within the same county or region.

### IMPORTANT

- **Three(3) changes are allowed as of this notice.**
- Applies to all regular, award, interline, and code share tickets on stock 230.
- The change fee (administrative fee) for travel agency tickets is waived.
- Applies to all rates: regular, group, net and dynamic.
- Also applies to companion award tickets.
- Applies to unused ticket, partially used and returns to origin on tickets purchased as ONE WAY.
- Does not apply to tickets expired on or before March 15<sup>th</sup>.
- The refund fee for award tickets is waived.
- Waiver code must be documented in the endorsement box/field and with an OSI