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| KLM / Air France (update 25 June 2020)We are pleased to inform you about some positive adaptions to our current rebooking process, which we hope will work to your advantage. Here you find a short overview: **Flexible fare conditions**If your customer decides to cancel a flight for a ticket issued on/after 22 April 2020, the customer will benefit from flexible fare conditions in case of a rebooking.**Up to +15% extra value on EMD CDET**If your customer decides to use the voucher for a new booking, we offer up to +15% extra value on top of the EMD CDET voucher amount. **Cash refund possible**In case of flight cancellations, customers will be able to choose be­tween rebooking (cabin to cabin), a voucher or a cash refund, re­gardless the cancellation date of their flight. Customers who already received a voucher and wish to opt for a cash refund, can do so. **Direct refund possible**As of 1 July 2020, AF KL refunds related to Covid-19 flights cancella­tions shall be made directly in the GDS. No need for a Refund appli­cation. More information will follow closer to start date.**10€ upfront commission for EMD redemption** 10€/100SEK/100NOK/75DKK will be paid per ticket via ACM in the cases where you rebook a customers whos flights has been can­celled by Air France KLM or if you issue a voucher.**For details regarding all the above highlights we kindly refer** **to Agentconnect.biz > News & Promotions > Schedule changes > AFKL Trade COVID-19 Rebook Policies & Instructions---------------------------------------------**

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| **Singapore Airlines (**updates 21 APR 2020) We would like to advise an update for our complimentary Rebooking Policy (CRP) which was sent earlier on 14th Apr 20. We are extending complimentary rebooking for all tickets issued from 05 Mar 2020 to 30th Jun2020.Our customers will continue to enjoy complimentary rebooking of their new itinerary before the expiry of their original ticket which is 12 months from the date of the issuance. This gives the customer the flexibility to adjust their travel plans once without incurring the change fees irrespective of the ticket type. For example, if a ticket is issued on 20Apr20, it can be rebooked before this ticket expires in 12 months, which is on 19 Apr 2021 (last day that the original ticket is valid) for travel up to flight available in system range up to Apr 2022 depending on the conditions of the ticket. The rebooked itinerary can be after 19 Apr 2021 for both the inbound and outbound sectors. With this amended policy, it gives greater flexibility to customers who do not have plans to travel within a year as it gives them almost up to 2 years. However please note that the ticket in the above example must be reissued the latest on/before the expiry of the original ticket i.e. 19th Apr 2021. For wholly unused tickets, the ticket validity is one year from the date of ticket issue.The details of the amended Complimentary Rebooking policy are as per below. The auto waiver of rebooking fee is filled in GDS, however, if GDS is not able to auto waive change fees for the new ticket issuance eligible as per the above criteria, please contact our Nordic sales operations at mail addresses mentioned below.

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| Please do not hesitate to contact us, should you require any assistance. **Sales Operations | Singapore Airlines Ltd.**Phone: +45 3314 3456 | E-mail: Nordics\_salesOps@singaporeair.com.sg  **Sales Admin Associate | Singapore Airlines Ltd.**Phone: +45 33 89 00 12 | Email: CPH\_Sales@singaporeair.com.sg **Singapore Airlines - A great way to fly** |

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| **British Airways – refunds to made directly with BA (2020-04-08)RE: New Online Form for Covid 19 Queries** |
| Our customer support teams continue to face extremely high call volumes, compounded by the closure of some call centres globally due to local government restrictions.  To ensure we remain responsive to our partners we have developed a new way for you to contact us with your Covid-19 travel disruption queries.  On [www.batraveltrade.com](http://www.batraveltrade.com) you can find a new simple webform within the yellow Corona Virus policies section where you can raise a request for assistance with BA and IB ticket related queries such as requesting a voucher or refund, and policy clarifications. Our team will then aim to provide a response within 48 hours. To help us prioritise urgent requests, we kindly ask that you delay contacting us unless your booking is within the next two weeks. If you have not already done so we also  advise you to subscribe to [batraveltrade.com](https://www.bacommnews.com/trade/subscribe/) for the latest policy updates and news. Thank you for your continued support and partnershipBritish Airways Global Sales  |
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**United Airlines – refunds ok via GDS (2020-04-07)**

**Refunds**

* **Refunds, if applicable, (wholly unused and partially used tickets) may be processed by original issuing agency through ARC/BSP/GDS** by including waiver code as directed. Waiver code must be placed in the PNR (OSI field) prior to cancelling the ticket.
* For partially used tickets, only unused portion of the ticket may be refunded. To request a full refund of a partially used ticket, visit united.com/refunds.
* Travel must not have commenced on affected flight segment.
* Refunds on applicable tickets (including partially used) issued by ARC agencies may also be processed through united.com/refunds. BSP agencies should refund through BSP Link or the GDS.
	+ Tickets previously reissued by UA must be processed online.
	+ For Latin America (except Brazil) and Canada, process refunds through the GDS or united.com/refunds. For Brazil, process refunds through BSP Link.
* Bulk/Net tickets must be referred to the original issuing agent.

For more information: <https://jetstream.united.com/#/sub-link/a0F36000006V2voEAC>

**Air France / KLM
New update 2020-04-24:** Direct refunds in the GDS are no longer possible, all refund requests need to be submitted via BSP Link. Refunds will continue to be processed based on fare conditions and current guidelines applicable to cancelled flights.

Note: If refunds for non-refundable tickets with at least 1 flight cancelled are requested via BSPlink, the refund request will be processed, ***with a delay of 12 months from the date of application***. Please note that the tickets will remain open for reissue/EMD issuance during this interim period.

**EMD CDET transferable for corporate customers.**Like all other EMDs with residual value, this EMD is non-transferable, with the exception for our corporate and bluebiz customers. Corporates and bluebiz customers can transfer an EMD, provided that they meet the following two criteria: **Read more here:** <http://view.email.bluebiz.info/?qs=f09cb3375d590d8d49c2fa4afccb9d65b671fea502e0587a342688c2f3a2688338990298f0f24a5901874a404cc29bd931d5275299578add898a0e0d43dca7a4acecb534e524b64ebf9b6833baea9c7c>

AF/KL is amongst the airlines that offer only vouchers and thereafter refunds only after one year.





**TAP Portugal – no refund**

<https://www.flytap.com/de-de/latest-updates>

**Aegean Airlines**

Please see below notification of the airline’s suspension of refunds for flights that have been cancelled on/after 11 March 2020 and up to 30 April 2020:

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| **Suspension of refunds due to COVID-19 Pandemic** | **Valid for flights that have been cancelled (UN) on/after 11MAR20 and/or flights that are cancelled up to 30APR20.(Flights cancelled on/before the 10MAR20 are also eligible.)** |

**Tunis Air – no refund**

„aufgrund der aktuellen Lage, haben  wir vorübergehend die Rückerstattung via GDS&BSP abgestellt .die folgende Optionen können wir dir momentan anbieten:

Tunisair tickets issued before March 31, for flights scheduled between March 3 and May 31, can be rebooked free of charge until May 31 to the same destination and in the same booking class.

From today (13 Mar), Customers can also change destination or cancel their trip at **the origin point of sale** in exchange for non-refundable Voucher\* EMD valid for one year on Tunisair flights.

**\*The voucher /EMD can be used as credit for the next flight booking and cannot be exchanged for cash.”**

**Lufthansa Group – delay**

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| **Guideline for reissues and information on adjusted refund process** |
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| **Dear Ene,**  |
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| The spread of the coronavirus these past few days and weeks is affecting the lives of people worldwide and air travel is also affected to an unprecedented extent. In economic terms, the Lufthansa Group has to face new challenges on a daily, even almost hourly basis. In view of current developments, the airlines of the Lufthansa Group are doing everything they can to manage this crisis in the best possible way – together with you and your travel agency. And we can do this, but only with your support.As previously communicated, the airlines of the Lufthansa Group are now offering [**flexible and free of charge rebooking options**](http://app.lufthansaexperts.com/3/c/?4041.2387614.53070.414802.0.99d64e6) , which also apply to passengers who did not take their originally booked flight (no-show). Why not recommend these enhanced rebooking options to your customers to allow them to flexibly adjust their travel plans until 31 August 2020?• Customers may keep their ticket for a cancelled or future flight without the need to immediately decide on an alternative date or routing for a new flight• The value of the ticket will not expire and customers will also get a discount or credit of EUR 50/USD 50/CHF 50 on their rebooking• If you reissue tickets on behalf of passengers, your travel agency will also receive a bonus of EUR 10 for each ticket reissued[Click here for a detailed guideline on how to make the new bookings/reissues](http://app.lufthansaexperts.com/3/c/?4041.2387614.53070.414803.0.4165716) For customers who do not wish to take advantage of any of these flexible rebooking options, you can still **submit tickets for refund via BSP*link* (Refund Application)**. In countries without a BSP you can request refunds by e-mail using the standard process. We ask for your understanding that in the current situation it is not possible to process refund requests within the usual time limits.The refund process in the reservation systems, on the Lufthansa Group airlines’ websites and on [lhgroup-agent.com](http://app.lufthansaexperts.com/3/c/?4041.2387614.53070.414804.0.ed21113) has been temporarily adjusted. Refunds already submitted will be processed with a delay.In these extraordinary times, the Lufthansa Group airlines are depending on your support as partners and, in particular, your understanding: We are aware that not only our industry is affected by the consequences of the coronavirus, and therefore we are not happy having to carry out such a measure.On behalf of Austrian Airlines, Lufthansa, SWISS, Brussels Airlines and Eurowings, we thank you for your understanding and wish you and your families all the best. Stay healthy and take care of yourself.  |  |
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| Yours sincerely,Your eXperts Team  |

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| Corporate Headquarters: Deutsche Lufthansa AG, Venloer Straße 151-153, 50672 Köln Registration: Amtsgericht Köln, HRB 2168 Chairman of the Supervisory Board: Dr. Karl-Ludwig Kley Executive Board: Carsten Spohr (Chairman), Thorsten Dirks, Christina Foerster, Harry Hohmeister, Dr. Detlef Kayser, Dr. Michael Niggemann, Ulrik Svensson  |

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**Emirates – update 2020-04-20**

**For more information :** <https://e.emiratesagents.com/32AK-113YP-FB31OK3940/cr.aspx>

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| Dear Trade Partner,  Emirates would like to provide an update to you.          **Changes:****Waiver date extended till 30 November 2020:**Scenarios impacting tickets issued on or before 30 June 2020 with at least one coupon with scheduled Emirates departure on or before 30 November 2020.     **Keep your ticket:**Unused portion of the ticket can be refunded in full without penalty after 12 months from original date of issue, if new flight not booked prior to this date.     **Refund & No-show:**For flight cancellations, travel bans and lock-downs preventing travel, unused portion of the ticket is eligible for **refund without penalty**. Processing delays may apply due to current backlog

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| **Scenarios impacting tickets issued on or before 30JUN’20 with at least one coupon with scheduled  Emirates departure on or before 30NOV'20** |
| Flight cancellation | Emirates flight is cancelled for a specific date or route is suspended for a continuous period of time. |
| Travel ban | Where there is an explicit government notification that prohibits travel from either point of journey origin or destination. |
| Travel advisory | There is general government advisory against non-essential travel but no travel ban. |
| Visa process change / Quarantine | Visa process which required visiting an embassy/consulate OR mandatory quarantine at origin or destination. |
| Passenger is unable to reach airport | Countries which have a government lock-down and passengers are unable to reach airport. |

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| **Changes** |      Changes and Reissues are permitted  with waiver of  Reissue Fee & Fare difference  in any RBD within the same cabin, to an alternate flight or to/from nearest EK online gateway within the same region where EK flights are operating     If passenger wishes to rebook/reissue to another region , no Reissue Fee to be collected , however Fare difference (if any) will  need to be collected     Please continue to use code “**ROGW006  DUE COVID-19**” |
| **Keep your Ticket** |      Original ticket can be kept with an open coupons status for 760 days from date of original ticket issue     This ticket will then be accepted at face / residual value as payment for a new ticket for any date/flight     Changes and Reissues are permitted  with waiver of  Reissue Fee & Fare difference  in any RBD within the same cabin, to an alternate flight or to/from nearest EK online gateway within the same region where EK flights are operating     If passenger wishes to rebook/reissue to another region , no Reissue Fee to be collected , however Fare difference (if any) will  need to be collected     Please continue to use code “**ROGW006  DUE COVID-19**”     Unused portion of the ticket can be refunded in full without penalty after 12 months from original date of issue, if new flight not booked. |
| **Refunds** |      For flight cancellations, travel bans and lock-downs preventing travel, unused portion of the ticket is eligible for refund without penalty. This apply to all ticket types. Requests to be made via BSP Link. Processing delays may apply due to current backlog. |

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| In case of questions, please reach out to our local Agent Support: eksweden@emirates.com  |

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**THAI AIRWAYS INTERNATIONAL PCL – update 2020-04-03
Dear Agent,**



**South African Airways** **– no refund, rebooking on SAA until February 2021**
**Från:** Patrick Menzies <pm@saa.dk>
**Skickat:** den 20 mars 2020 12:46
**Till:** Saa Res <saa@saa.dk>
**Ämne:** SAA suspends ALL International flights

Dear colleagues.
This is indeed a very sad day. Please see attached statement from the SAA COO, Philip Saunders. Very sad that SAA is forced to stop flying regional and international flights due to the Covid-19 pandemic.
Note that SAA is unfortunately unable to provide re-accommodation or refunds for ANY passengers. We will offer the opportunity to rebook on any flights until end February 2021.

I am currently trying to get some information on any passengers stranded in South Africa. In the mean time I urge you to rebook anyone to other airlines and then re-claim from their travel insurance. I am deeply sorry for this very swift action and we will do our utmost to assist with answers.

Venlig hilsen / Kind regards

Patrick Menzies | Manager – Sales & Marketing | Scandinavia, Finland & Baltics
Phone, Sales: +45 3391 3381 | Phone, Reservations: +45 3314 3031 |   [www.flysaa.com](https://eur02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.flysaa.com%2F&data=02%7C01%7Cinfobox%40srf-org.se%7C4c5eba647c9542a307d008d7d6c1acdf%7C1d019c94da7b49c2bf935ee1bb4b6882%7C0%7C0%7C637213999928486138&sdata=qTwGl0pb%2Bf4Yh08OrQdsAaC%2FsBzBgI1A7VXPBqiv%2B1s%3D&reserved=0)

South African Airways, Dantes Plads 1, 1556 Copenhagen, Denmark

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| **​SUpdate June 1, 2020 Aeroflot Russian Airlines presents electronic vouchers, discounts and flexible rebookings to all customers unable to travel due to COVID-19**<https://app.rule.io/browser/a/n_16j/d/n_55od/di/n_rt/s/n_2cbia5/e/n_ngm8p/tt/n_qb925e> |

**BRA – 2020-04-02**

# Din flygresa med BRA har blivit ändrad

**På grunda av den rådande situationen så kommer vi från och med måndag 6 april fram till och med 31 maj att pausat all vår flygtrafik. Vi förstår att det kan få följder för dig som reser med oss och vi beklagar självklart detta.**

***Om du har fått ett SMS/mail om ombokning så ber vi dig att bortse från det.***

**Har du bokat en resa via resebyrå eller tredjepart:**
Om du har du bokat via resebyrå eller en tredje part, så behöver du kontakta dem för att få din tillgodobiljett. Du behöver då ange ditt bokningsnummer. Du bokar även din tillgodobiljett via din resebyrå.

**Har du en ombokningsbar biljett:**
Du som har en ombokningsbar biljett boka om [här](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.flygbra.se%2Fmina-bokningar%2F&data=02%7C01%7Clilian.brunell%40srf-org.se%7C1559a26f40de4bbf734208d7d708a004%7C1d019c94da7b49c2bf935ee1bb4b6882%7C0%7C0%7C637214304363765870&sdata=otgxtoDP5i8zxQWheDc0B5TWVr8LRoLFAnNDP9orJhI%3D&reserved=0).

**Har du bokat en biljett på flygbra.se:**
Om du har bokat din flygresa på flygbra.se så får du automatiskt en biljett tillgodo på ditt bokningsnummer som är giltig för resor i hela vårt linjenät till och med 31 December 2020. Vi välkomnar dig gärna ombord vid ett senare tillfälle.

Vår ambition är att hjälpa dig med att boka in ny resa, men just nu har vi mycket hög belastning på vårt kundcenter. Om resebokningen inte brådskar ber vi dig därför vänta med att kontakta oss.

**Boka tillgodobiljett**Du bokar din tillgodobiljett via vårt kundcenter eller din resebyrå.

* Tillgodobiljetten ligger på samma bokningsnummer som din tidigare biljett
* Sista bokningsdag för tillgodobiljetten: 31 december 2020
* Sista resdag för ny biljett: 31 december 2020
* Tillgodobiljetten gäller för hela vårt linjenät
* Tillgodobiljetten gäller för samma [bokningsklass](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.flygbra.se%2Finfo%2Fallt-om-resan%2Fbiljettregler%2F&data=02%7C01%7Clilian.brunell%40srf-org.se%7C1559a26f40de4bbf734208d7d708a004%7C1d019c94da7b49c2bf935ee1bb4b6882%7C0%7C0%7C637214304363765870&sdata=TfkQwguTBgVjGp8N4wD%2FvVsBzbdXVSeRgDhcIlc5X30%3D&reserved=0) som originalbiljetten.
* Om priset på den nya biljetten är lägre återbetalas detta ej.
* Du kan boka din tillgodobiljetten i en högre bokningsklass men då står du som kund för mellanskillnaden.

Vi hoppas innerligt att läget i världen stabiliseras snart och att vi får fortsätta flyga dig till din önskade destination.

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**Emirates new COVID19 change/refund policy eff. 01Apr20**Ticket can be refunded in full after 12 months from original date of issue, if new flight not booked prior to this date.

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| **Update 3/01Apr - Emirates new COVID19 change/refund policy eff. 01Apr20** |

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| Dear Trade Partner,     Emirates would like to provide an update to you, for customers affected by COVID-19, for tickets issued up to 31 May 2020 and have a coupon validated for travel up to 30 June 2020.       Below are the options for customers, with a ticket based on the above requirements that are affected by the listed scenarios. Emirates passengers have the listed options that provide them the flexibility to fly with us again when they’re ready if they book a ticket before 31 May.

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| **Scenarios impacting tickets issued on or before 31May’20 with at least one coupon with scheduled  Emirates departure on or before 30Jun'20** |
| Flight cancellation | Emirates flight is cancelled for a specific date or route is suspended for a continuous period of time. |
| Travel ban | Where there is an explicit government notification that prohibits travel from either point of journey origin or destination. |
| Travel advisory | There is general government advisory against non-essential travel but no travel ban. |
| Visa process change / Quarantine | Visa process which required visiting an embassy/consulate OR mandatory quarantine at origin or destination. |
| Passenger is unable to reach airport | Countries which have a government lockdown and passengers are unable to reach airport. |

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| **Changes** |      Changes and Reissues are permitted with waiver of  Reissue Fee & Fare difference  in any RBD within the same cabin, to an alternate flight or to/from nearest EK online gateway within the same region where EK flights are operating   If passenger wishes to rebook/reissue to another region , no Reissue  Fee to be collected , however Fare  difference (if any) will  need to be collected     Please continue to use code “**ROGW006  DUE COVID-19**”  |
| **Keep your Ticket** |    Original ticket can be kept with an open coupons status for 760 days from date of original ticket issue     This ticket will then be accepted at face / residual value as payment for a new ticket for any date/flight     Changes and Reissues are permitted  with waiver of  Reissue Fee & Fare difference  in any RBD within the same cabin, to an alternate flight or to/from nearest EK online gateway within the same region where EK flights are operating     If passenger wishes to rebook/reissue to another region , no Reissue  Fee to be collected , however Fare  difference (if any) will  need to be collected     Please continue to use code “**ROGW006  DUE COVID-19**”      Ticket can be refunded in full after 12 months from original date of issue, if new flight not booked prior to this date. |
| **Refunds** |      Applicable refund and no-show rules / charges as per date of original ticket issue will apply |

**How to simply keep your ticket for the future**Customers can choose to keep their ticket and we’ll extend its validity to 24 months from the date of your original booking. The fare amount paid for the original booking will be accepted for any flight to the same destination/region\* at any time with no fees during this period.     **What do I need to do to select Keep you ticket option?**There is no need to keep a segment in the PNR to keep the ticket valid.  We are able to extend and validate ticket details for 760 days from the date of issuance.     **Can I change the customer’s destination with ‘Keep your ticket’?**Yes, you can change the destination. It will be valid for one year from the date it is issued and can be extended for another year.The fare you paid will be accepted for any flight to the same destination or within the same region. For example, if the original booking was for London, you can rebook it for Amsterdam at no extra charges.The Emirates regions are:        Africa        Australasia        Europe        the Far East        the Gulf, Middle East and Iran        Indian Ocean Islands        North America        South America        West Asia**Are there any change fees with either option?**There are no change fees when rebooked within the 24-month period, so you have more flexibility for planning ahead.**Are these options available for tickets booked anytime?**These options are available for ticketed bookings made before the 31 May 2020. Bookings made from 01 June 2020 onwards are subject to the fare conditions applicable at the time the booking is made. **What if I can’t travel within this period?** You can extend the validity for another year. If you are unable to travel for any reason within this period you can request a refund in full.**What about taxes?** The tax difference (if any) has to be collected.We hope these options make it easier for you to book your clients on Emirates. If any assistance needed please contact your local Agent Support at: eksweden@emirates.com    Thank you for your continued support and commitment in managing disrupted customers during this challenging time.Best regards,Emirates |

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**VUELING AIRLINES – no refund**



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| FINNAIR - refund via GDS OK (2020-04-06) |

**DEAR TRAVEL AGENT PARTNER,**thank you for your constant support and for your work during these difficult and uncertain times.We would like to give you a short summary of where we stand at the moment and tell you about the steps we have taken to overcome this extreme situation:**Temporarily reduced number of flights**We need to adjust to the smaller demand and at the same time keep the vital connections to main our destinations in Europe and within Finland open. This means that starting from 1st of April we will operate approximately 10 % of our normal scheduled flights.You can find the [updated traffic program here on our website](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.finnair.com%2Fen%2Fflight-information%2Ftravel-updates&data=02%7C01%7Clilian.brunell%40srf-org.se%7Ccfc4b42b79c54a877e5608d7d7b462f1%7C1d019c94da7b49c2bf935ee1bb4b6882%7C0%7C0%7C637215042061199315&sdata=zRhYLibx3iZH3hNbGly7NYYE4CL6oyiCinaRMeBJSGU%3D&reserved=0); the flights are open for reservations in the GDS, however please bear in mind that many countries are imposing restrictions for arrivals right now. It is important that the customers know whether they have the right to enter the country they are traveling to. **Temporary changes in inflight service**The health of our customers and crew is a top priority for us and we have adjusted the inflight service on our flights to minimize contacts and are [paying increased attention to cleanliness and hygiene onboard our aircraft](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.finnair.com%2Fen%2Fbluewings%2Ftravel-experience%2Fhow-finnair-ensures-healthy-and-hygienic-travel-2051340&data=02%7C01%7Clilian.brunell%40srf-org.se%7Ccfc4b42b79c54a877e5608d7d7b462f1%7C1d019c94da7b49c2bf935ee1bb4b6882%7C0%7C0%7C637215042061209308&sdata=ppkaMWlA3RSqFEJdBmeFCC%2FB%2FLhKZ%2BBsmW%2F1UveQaDc%3D&reserved=0). Only individually packed snacks are served, and we do not currently deliver any special meals for any of our flights. Our crew members can wear a mask and protective gloves while working onboard. The priority security service and the Finnair lounges at Helsinki airport, as well as many of our oneworld partners’ lounges are currently closed. The same laws apply to airplanes as elsewhere, i.e. contact and droplet contamination are possible. Therefore, it is good to follow the normal day-to-day guidelines and ensure good hand hygiene. The “eat and touch your face only with clean hands” rule also applies when being in an aircraft. We also have operating instructions and Infection Kits on board our flights for the event of a serious suspicion of an infectious disease.Health and safety are something where we do not cut corners and we believe that our customers will understand these extreme measures which we temporarily have to take. **Book with confidence**As we want to make rebooking any Finnair ticket as smooth as possible, please note that the “Book with confidence” still applies when dealing with Finnair’s tickets (Finnair operated and marketed flight on Finnair ticket);**1. All the tickets issued on or before 30th of March 2020 may be changed without penalty for travel until 30th of November 2020**• rebook into the same class as the original flight or lowest available in the same cabin• in case the original flight has been cancelled also full refund is allowed• [Please refer to Finnair Easy for the most up-to-date instructions](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.finnair.com%2Fint%2Fgb%2Finformation-services%2Fflights%2Fnews%3FITEM_ID%3D508%23NEWS_Adjustments%2520to%2520Finnair%2520traffic%2520due%2520to%2520coronavirus&data=02%7C01%7Clilian.brunell%40srf-org.se%7Ccfc4b42b79c54a877e5608d7d7b462f1%7C1d019c94da7b49c2bf935ee1bb4b6882%7C0%7C0%7C637215042061209308&sdata=O4VEzgvkJFMFK2k97E%2BdsIy9APNJU7b%2FliK6RsH4FGM%3D&reserved=0)2. **All the tickets issued on or after 31st of March 2020 may be changed without penalty for travel within the ticket validity**• use Amadeus Ticket Changer when possible• **additional collection may apply if higher RBD booked**• in case the originals flight has been cancelled also full refund is allowed• [Please refer to Finnair Easy for the most up-to-date instructions](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.finnair.com%2Fint%2Fgb%2Finformation-services%2Fflights%2Fnews%3FITEM_ID%3D508%23NEWS_Adjustments%2520to%2520Finnair%2520traffic%2520due%2520to%2520coronavirus&data=02%7C01%7Clilian.brunell%40srf-org.se%7Ccfc4b42b79c54a877e5608d7d7b462f1%7C1d019c94da7b49c2bf935ee1bb4b6882%7C0%7C0%7C637215042061219298&sdata=CPkRIvTUYAOJAk1mxibzayL9TFoW66hgok1T2MB3Ces%3D&reserved=0)The fastest way to get a refund is to process the refund directly to your GDS system. If that is not possible, then issue a Refund Application via BSPlink for Finnair. Please note that the current handling time of refunds is one month.**New ticket types**As communicated already a month ago, we have now renewed our ticket types and from Tuesday the 31st of March onwards our ticket types both in Economy Class and Business Class are called Light, Classic and Flex.At the same time our old ticket types such as Value, Basic, Pro or Business Saver cannot be sold anymore, and all new tickets must be issued with the new ticket types.We have gathered all the essential information about the new ticket types in Finnair Easy and you can [get acquainted with the new ticket types here](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.finnair.com%2Fint%2Fgb%2Feasy%2Fticket-type-guide&data=02%7C01%7Clilian.brunell%40srf-org.se%7Ccfc4b42b79c54a877e5608d7d7b462f1%7C1d019c94da7b49c2bf935ee1bb4b6882%7C0%7C0%7C637215042061219298&sdata=X2y6Yu22hE83ixM8S82DLzA54bqx23DoHmFJjGtZPfk%3D&reserved=0). In a nutshell, the new ticket types are more streamlined across our network, so they are easier to sell and easier for our customers to understand. At the same time, we are expanding the Economy Light ticket type to more markets and in autumn 2020 the Light product will also become available in Business Class!We look forward to communicating more about these exciting changes in the ticket types once we move past this exceptional situation we are in at the moment.No turbulence ever lasts for the entire flight and we will fly through this turbulent weather together as well. Thank you for being our partner!**WITH KIND REGARDS,**the Finnair Sales team

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