



Commercial Policy Bulletin

Bulletin Name: Flexibility for passengers due to Coronavirus situation
 Bulletin Number: 040320-02
 Bulletin Date: 04 March 2020

Eligibility **only** for passengers with an original ticket issue date from 04 March 2020 to 31 March 2020 inclusive

Original Travel Date	Affected Destination	Permitted Travel Period
04 March 2020 – 30 September 2020	VS issued tickets from / to / through All Destinations when travelling on a VS/VS* Flight Number	Travel can be rebooked 03 March 2020 – 30 September 2020

Applies to VS and VS* tickets issued between 04 March 2020 and 31 March 2020 inclusive

To assist VS/VS* passengers impacted by the global health concerns of the Coronavirus

Future Travel Rebooking Options:

1. This policy entitles passengers to one change with the change fee waived only
2. This policy applies regardless of the flexibility of the ticket – for example where a booking is made in Light, this policy will grant one change with the change fee waived, even if typically the booking would be non-changeable
3. When rebooked travel occurs on or before 30 September 2020 the change fee will be waived if ticket is reissued on or before 30 September 2020, though fare difference will apply on the new itinerary, regardless of booking class. If the new quoted fare is lower than the current ticketed fare no refund will be applied
4. No refunds are permitted as part of this policy

Class to Class Rebook: Rebooked flights must be in the same booking class that the customer was originally booked in. Example: Customer originally booked in T, new itinerary must be booked in T. Rebooking to JV partners is allowed Class to Class. Fare difference will apply on any new itinerary, even when booked in the same original booking class, but change fees will be waived.

General Guidelines	Yes/No	Important Notes:
Travel on Earlier Date than Ticketed?	Yes	Travel is permitted on an earlier date, with no fees, if the date is within the guidelines of this bulletin
Waive minimum/maximum stay	Yes	Travel as per new booking dates
Change Origin or Destination	Yes	Additional fare charges will apply, but the change fees will

		be waived if waiver guidelines are met
Refund	No	Not permitted under this voluntary bulletin. IROP must apply for refund eligibility.
Rebooking Carrier Priority		VS/VS*
Rebooking to Different Cabin?	No	Must rebook in same cabin
PNR Documentation	Yes	CHANGES PER CORONAVIRUS SIT CHG FEE 04MAR20
Voluntary Alternate Rebooking	Yes	Rebooking and repricing to an alternate station is allowed but is a manual process

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