

APG AIRLINES REVISED COVID-19 POLICY

Last update: 24th of June 2020

This policy overrides all other refund policies for all tickets issued on GP stock and is applicable for BSP only.

For GP tickets issued until 31st of March and having a flight scheduled between 1st of March 2020 and 31st of August 2020 involved in the itinerary:

- **Cancelled flights:** if one of the flights scheduled on a 275 ticket is cancelled by the operating airline or with a schedule change higher than 5 hours:
 - o You may change the date for free (ADC to be collected) for a travel date before 31AUG2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must add a retention line in your PNR to maintain it as active, the reissue must be done before 31DEC2020 (date of travel can be later).
 - o You may request a full refund through BSP Link, do not forget to attach the PNR history with the cancelled flight. All RAF requesting a full refund without the copy of the PNR will be rejected, they'll have to be resubmitted with the copy of the PNR. Refunds will be processed in the coming weeks.
- **Operated flights:** flight operates but your passenger wants to cancel or is denied to enter a country due to his nationality or situation
 - o You may change the date for free (ADC to be collected) for a travel date before 31AUG2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must add a retention line in your PNR to maintain it as active, the reissue must be done before 31DEC2020 (date of travel can be later)
 - o Or refund the ticket as per the operating airline fare rules, you may send your request through BSP Link, please specify that it's a voluntary refund and that the fare rules must apply.

For GP tickets issued from 1st of April 2020 (any date of travel), or issued before and having a departure from 1st of September 2020:

- **Cancelled flights:** if one of the flights scheduled on a 275 ticket is cancelled by the operating airline or with a schedule change higher than 5 hours:
 - o You may change the date for free (ADC to be collected) for a travel date before 31AUG2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must add a retention line in your PNR to maintain it as active, the reissue must be done before 31DEC2020 (date of travel can be later)
 - o You may request a full refund through BSP Link, do not forget to attach the PNR history with the cancelled flight. All RAF requesting a full refund without the copy of the PNR will be rejected, they'll have to be resubmitted with the copy of the PNR. Refunds will be processed in the coming weeks.
- **Operated flights:**
 - o Fare rules apply for any changes or refund.
 - o Refund must be requested through BSP Link

This procedure might be changed without notice, depending of the evolution of the COVID19 pandemic.

Procedure for retention line:

The following entry must be added in the PNR, it will allow you to keep it active until 31DEC2020, deadline for reissue.

Sabre:

Entry : 0OTH(carrier code)GK1(city code)31DEC- RETENTION LINE DUE COVID19

(Carrier code) : operating carrier code

1 = number of passengers (without infant)

(City code) : issuing office city code

Amadeus :

Entry: RU1AHK1PAR31DEC*COVID19/P1

1= number of pax without infant (seats)

PAR = issuing office city code

1A answer: MIS 1A HK1 PAR*COVID19/P1

Galileo :

Entry : RT.T/31DEC*RETENTION LINE DUE COVID19

1G answer: 1. T ** TEXT ** 31DEC-** RETENTION LINE DUE COVID19**

Worldspan :

Entry : TNZZMKnMIS31DEC/AN-RETENTION LINE DUE COVID19

n = number of pax without infant

1P answer: 1 TVL ZZ MK1 MIS 31DEC/AN-RETENTION LINE DUE COVID19

Apollo :

Entry : >0TURzzBKnAMS31DEC-RETENTION LINE DUE COVID19

Zz = operating carrier

N = number of pax without infant

AMS = issuing office city code

1V answer : 1 TUR GP BK1 PAR 31DEC - RETENTION LINE DUE COVID19

Other GDS :

Your PNR will be purged but keep the ticket number and use it as FOP in a new PNR when your passenger will know his date of travel (deadline for reissue 31DEC2020).