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**TRADE NOTICE**

**Date of issue:** 29 July 2020

**SW REBOOKING AND CANCELLATION POLICY DUE TO COVID-19**

Following the evolution of the novel Coronavirus (COVID-19) outbreak worldwide, Air Namibia is offering flexible rebooking and cancellation options to travellers who need to change or cancel their travel plans. This policy supersedes all previous related policies with immediate effect.

**1. Air Namibia Suspended/Cancelled Flights until 31 August 2020**

**a) Changes of unused and partially used tickets**

- Applicable to all tickets purchased on or before 30 June 2020 for travel until 31 August 2020.
- Travel can be changed to a known future date free of charge.
- Rerouting to a different origin & destination is permitted at no additional cost within SW network only, subject to flight availability.
- In case a new travel date is currently unknown, an option is available to keep the ticket open for future travel at a fee;
  - *International – EUR 50.00 per person*
  - *Regional/Domestic – USD 30.00 per person*

**NOTE:** Travel for partially used tickets must be completed within the original ticket validity period.

**b) Refund options for unused and partially used tickets**

**i. Monetary refund**

- Applies to all tickets purchased on or before 30 June 2020 for travel until 31 August 2020.
- Tickets can be refunded free of charge to the original form of payment.
- Refunds for partially used tickets must be calculated as per standard industry procedure (exclusive of cancellation fees)
- In case of non-refundable tickets, the fare and fuel surcharge (YQ) remain non-refundable. Airport taxes may be refunded involuntary.

**ii. Credit Voucher**

- The unused value of tickets issued before the flight is suspended or cancelled by Air Namibia can be converted to a credit voucher for future travel.
- The credit voucher will be issued as an electronic miscellaneous document (EMD).
- The value of the voucher will be equal to the refundable balance (fare, fuel surcharge and airport taxes) of the unused portion of the ticket – to be used as part payment for future ticket(s) purchase.
- The credit voucher is refundable but non-transferable (the original traveller only).
- The voucher can only be refunded after 10 months from date of issue to the original form of payment.
- The voucher is valid for 12 months from the date of issue.
- A subsequent voucher (valid for 12 months from date of issue) for any residual value will be issued when the original voucher is used to purchase a ticket of a lesser value.
- Credit vouchers will only be issued via Air Namibia reservation system. Please contact any of our reservation & ticketing representation to cancel your booking and obtain a voucher.

- Existing tickets which have already been submitted for refund are not eligible for a credit voucher.
- When the customer with a credit voucher is ready to travel, please contact Air Namibia to create a reservation and use the voucher as part payment for a new ticket. If the new fare is higher, the customer will be required to top-up.

**Waiver codes for changes and refunds due to SW cancelled flights:**

- FRA flights: **AUTHSW20M03503**
- Regional flights: **AUTHSW20M04303**

## **2. Operational Air Namibia Scheduled Flights**

### **a) Changes of unused and partially used tickets**

- Applicable to all tickets purchased on or before 30 June 2020 with travel dates up to 31 August 2020.
- Two (2) changes are permitted without change fees (penalty fee only) to a known future travel date.
- Rerouting to a different origin & destination is permitted within SW network only due to COVID-19, subject to flight availability.
- In case a new travel date is currently unknown, an option is available to keep the ticket open for future travel at a fee;
  - *International – EUR 50.00 per person*
  - *Regional/Domestic – USD 30.00 per person*
- If the new fare is of a lower value than the original fare paid, the residual balance will not be refunded.
- If the new fare is higher than the original fare paid, the difference in fares and taxes must be collected.
- Changes must be made at least 3 hours before the original flight departure to avoid no-show fees.
- Waiver code for voluntary changes due to COVID-19 (excl. cancelled flights): **AUTHSW20M03803**

**NOTE:** Travel for partially used tickets must be completed within the original ticket validity period.

### **b) Refund options for unused and partially used tickets**

#### *i. Monetary refund*

- Cancellation fees as per the applicable fare rules will apply voluntary refunds.
- In case of non-refundable tickets, the entire ticket value is non-refundable.
- Refunds for partially used tickets must be calculated as per standard industry procedure (cancellation fees apply)

#### *ii. Credit Voucher*

- The unused value of tickets issued for travel between 01 April 2020 and 31 December 2020 can be converted to a credit voucher for future travel at no additional cost.
- The credit voucher will be issued as an electronic miscellaneous document (EMD).
- The value of the voucher will be equal to the refundable balance (fare, fuel surcharge and airport taxes) of the unused portion of the ticket – to be used as part payment for future ticket(s) purchase.
- The credit voucher is refundable but non-transferable (the original traveller only).
- The voucher can only be refunded after 10 months from date of issue to the original form of payment.
- The voucher is valid for 12 months from the date of issue.
- A subsequent voucher (valid for 12 months from date of issue) for any residual value will be issued when the original voucher is used to purchase a ticket of a lesser value.
- Credit vouchers will only be issued via Air Namibia reservation system. Please contact any of our reservation & ticketing representation to cancel your booking and get a voucher.

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- Existing tickets which have already been submitted for refund are not eligible for a credit voucher.
  - When the customer with a credit voucher is ready to travel, please contact Air Namibia to create a reservation and use the voucher as part payment for a new ticket. If the new fare is higher, the customer will be required to top-up.

### 3. Additional Terms and Conditions

- ✓ This policy applies to tickets issued on SW/HR/00/GP/W2 paper only.
- ✓ Expired tickets do not qualify for a change or refund. Regular fare rules will apply.
- ✓ Applicable to all fare types, including group bookings.
- ✓ Valid for all points of sale.
- ✓ Applicable to all tickets for travel on Air Namibia flights only. For tickets purchased on other airlines, please contact the concerned airlines for detailed information about their rebooking and cancellation waivers.
- ✓ Existing EMDs issued for ancillary products should be left open to be re-associated with new tickets when future travel plans are finalized.
- ✓ Rerouting to other airlines is not permitted.
- ✓ Abusive reservation and ticketing behaviour is prohibited, possible ADMs will be issued for any misconduct.
- ✓ Customers are not entitled to compensation based on the EC Regulation 261/2004. Cancellation of flights due to the Covid-19 pandemic is considered an extraordinary circumstance which exempts airlines from paying compensation.

For more information, please contact your nearest Air Namibia reservation & ticketing representation or Air Namibia Call Centre:

#### **AIR NAMIBIA CALL CENTRE**

**Tel:** 00 264 61 299 6111/6333 **Email:** [callcentre@airnamibia.aero](mailto:callcentre@airnamibia.aero)

**\*\*Disclaimer:** *Air Namibia reserves the right to change this policy and related terms and conditions at any time without prior notice.*