
TRADE NOTICE

Date of issue: 17 June 2020

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. Air Namibia also advises that all international and regional flights are suspended until 31 August 2020.

I. Change fees waiver for existing bookings

- ✓ All tickets purchased on or before 18 June 2020 with travel dates up to 31 August 2020.
- ✓ Rebook for travel up to 31 August 2021 without rebooking fees.

II. Change fees waiver for new/future bookings

- ✓ All new tickets issued up to 30 June 2020 with travel dates up to 31 August 2020.
- ✓ Rebook for travel up to 30 August 2021 without rebooking fees.

III. Cancellation fees waiver

- ✓ All tickets for travel on suspended or cancelled flights will be refunded free of charge, either to the original form of payment or as a credit voucher.
- ✓ Voluntary refund of tickets can also be made free of charge for travel dates from 01 April 2020 until 31 December 2020 by issuing a credit voucher for future travel.
- ✓ The credit voucher is non-refundable and non-transferable valid for 12 months from the date of issue.
- ✓ The credit voucher will be issued as an electronic miscellaneous document (EMD), and the value of the voucher will be equal to the refundable balance of the unused sector(s) – to be used as a form of payment for future ticket(s) purchase.
- ✓ Refunds for partially used tickets must be calculated as per standard procedure (no cancellation fees) and issue a credit voucher equivalent to the refundable value.
- ✓ 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 lower value than the value of the voucher, at the time it is exchanged for a new ticket.
- ✓ Credit vouchers shall only be issued via Air Namibia reservation system. Please contact any of our reservation & ticketing offices to cancel your booking and get a voucher.
- ✓ Existing tickets which have already been submitted for refund via standard refund channels are not eligible for a credit voucher.
- ✓ When a 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.
- ✓ Customers are not entitled to compensation based on the EU Regulation 262/2004. Cancellation of flights due to the Covid-19 pandemic is considered an extraordinary circumstance which exempts airlines from paying compensation.

TERMS AND CONDITIONS

- ✓ Tickets issued on SW/HR/00/GP/W2 paper only.
- ✓ Two (2) changes permitted with no change fees.
- ✓ Voluntary refunds through standard refund channels will attract applicable cancellation fees.
- ✓ If the original fare is no longer available, the corresponding difference in fares and taxes must be paid.
- ✓ If the new fare is of lesser value, there will be no refund or residual of the fare difference.
- ✓ Applicable to all fare types, including groups.

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- ✓ Valid for all points of sale
 - ✓ Applicable to all tickets for travel on SW entire network.
 - ✓ Existing EMDs issued for ancillary products should be left open to be re-associated to new tickets when future travel plans are finalized.
 - ✓ Rebooking to a different route (rerouting) than the one originally booked is permitted. Applicable difference in fares and taxes must be paid.
 - ✓ Changes must be made at least 3 hours before the original flight departure to avoid no-show fees.
 - ✓ Should you not have a known new travel date, an option is available to keep your ticket open (unspecified date) for travel up to 31 August 2021 at a fee. For open ticket, please contact any SW ticketing office or Call Centre to perform this transaction on your behalf;
 - International – **EUR 50.00 per person**
 - Regional/Domestic – **USD 30.00 per person**

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

AIR NAMIBIA – CALL CENTRE

Tel: 00 264 61 299 6111/6333 **Email:** callcentre@airnamibia.aero