



SKD/AY002/26MAR 2020

Flight suspension AY122 – 16MAR – 30JUN 2020 between Delhi and Helsinki

Dear Business Partner,

Finnair is continuously following the global impacts of the coronavirus situation. Pursuant to travel restrictions issued by various countries governments related to COVID 19 we regrettably need to suspend our operations between Delhi and Helsinki for the period 16th March 2020 and 30th June 2020. AY122/02JUL DELHEL is scheduled to operate and open for sales in the GDS.

Due to high number of flights affected, all cancelled flights may have not been updated yet as UN/UC/HX status in the GDS's. If the flights status in the PNR is still confirmed but the flight is on the list of cancelled flights, it is okay to remove the flight from the booking to process refund of the ticket. No additional remark by AY is needed in this case.

Travel partners, the fastest way to get refund is to process refund directly to your own GDS-system. If that is not possible, please issue Refund Application via BSPlink for Finnair.

Please remember to add OS AY REFUND DUE TO CORONA to all refunded bookings.

Refunds of ancillary services on EMDs will be processed via refund application.

Due to high coronavirus related refund application volumes we currently have delays in the refund processing. Our average handling time is currently approximately one month. Please bear with us. We are doing our best under very trying circumstances.

Please refer to Finnair Easy - https://www.finnair.com/int/gb/information-services/flights/news?ITEM_ID=508#NEWS_Adjustments%20to%20Finnair%20traffic%20due%20to%20coronavirus or the latest updates.

We at Finnair want to make sure that you can book your flights with confidence. Therefore, due to this exceptional coronavirus situation, you can make changes to your new bookings flexibly and free of charge for bookings made up to 30th April. Please ensure that the return flight is no later than November 30, 2020.

While our office remains closed for the duration of the "Lockdown" to contain the spread of the Corona contagion we continue to remain available on telephone and email.

Please cascade this information to your concerned teams and ensure customers already booked and ticketed are made aware of the flight suspension.

For any queries please contact our reservations team on 1-800-102-1233 or 124-4671111 or email your queries to contact.in@finnair.com

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