



BOOK YOUR FLIGHTS WITH CONFIDENCE

Dear Trade Partners,

We at Finnair are getting ready for our network ramp up phase starting in July 2020. In this trade circular we would like to share some important information about our operations and measures that Finnair takes, to care for the safety and wellbeing of our customers and employees.

NETWORK AND BOOKINGS

Finnair is planning to commence service between DELHI to HELSINKI with effect from 06th August 2020 with state-of-the-art Airbus 350 aircraft and gradually ramp up frequencies. **Operations are subject to government approval and lifting of current restrictions on international flights.**

EFFECTIVE	DAYS OF OPERATIONS	FLIGHT #	FROM / TO	DEPARTURE	ARRIVAL	EQUIPMENT
06-Aug-20	Thursday, Saturday	AY122	DEL-HEL	0945	1445	A359
05-Sep-20	Tuesday, Thursday, Saturday	AY122	DEL-HEL	0945	1445	A359
29-Oct-20	Monday, Tuesday, Thursday, Saturday	AY122	DEL-HEL	1030	1415	A359
01-Dec-20	DAILY Except Friday, Sunday	AY122	DEL-HEL	1030	1415	A359

HEALTH AND SAFETY ARE OUR TOP PRIORITY

Check in online or through the Finnair mobile app for your flight so that you can avoid queues and touching the self-service kiosks at the airport.

Packing light is a good idea, We also encourage our customers to bring only one piece of carry-on baggage and store it onboard the aircraft under the seat in front. Traveling light will minimize the amount of hand-baggage stored in the overhead compartments in the cabin and avoid unnecessary movement in the cabin.

Customers are required to bring their own masks that cover both nose and mouth. It is mandatory to wear a mask at all times. Children under the age of seven are not required to wear a mask on board but may be required to use one at the airport, depending on local airport regulations. Other exemptions from the mask rule are subject to prior clearance from Finnair medical desk.

If you have a medical condition that prevents you from wearing a mask, please let us know at least 72 hours before your flight. <https://www.finnair.com/en/flight-information/fly-with-confidence>

Customer should check the authorities' travel recommendations in their destination country. Some countries for example require temperature and medical screening upon arrival and wearing of masks in public areas. For information about travel restrictions in different countries, you can visit IATA's

website <https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm> (Google Chrome or Mozilla Firefox recommended)

AT THE AIRPORT

At the airport, customers are asked to maintain a minimum social distance of one meter. All Finnair customer facing staff will wear a mask.

BOARDING AND DURING FLIGHT

We have a new boarding order to minimise unnecessary contacts and movement in the cabin. Boarding will begin from the rear end of the aircraft. Priority and Business Class boarding is temporarily suspended.

Our staff reviews seating and customers are seated as far away from each other whenever possible. Families can of course sit together. Finnair cabin crew will wear surgical masks during the flight. An adjusted in-flight service concept will help to minimize contact between customers and cabin crew.

MEAL SERVICE ON INTERCONTINENTAL FLIGHTS

In Business and Economy Class, the meal and beverage services are lighter than usual. Only special diet meals are available to be selected in advance.

Duty-free or pre-order shopping will not be available on any flights.

AIRCRAFT CLEANING

We clean our aircraft at every “turnaround” when the aircraft is on ground. Onboard cleaning has further been intensified with a special focus on high-touch areas. Sanitizing wipes are available for customers onboard.

BOOK WITH CONFIDENCE (CHANGE POLICY)

All tickets issued between 1st April and 30th June 2020 will automatically have a flexible penalty rule and the penalty fee for changes is waived. This applies for Finnair operated and marketed flights issued on Finnair ticket stock (105) . Changes must be made latest 7 days before departure, If change are made less than 7 days before departure the change conditions follow the original ticket rules. Further information can be found on our website: <https://www.finnair.com/en/flight-information/book-your-flights-with-confidence>

WHERE TO FIND INFORMATION

Updated information can be found on our official website, Finnair.com (<https://www.finnair.com/en/flight-information/fly-with-confidence>) and also in our travel agent portal Finnair Easy (<https://www.finnair.com/INT/GB/easy>)

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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