



SKD/AY003/05MAY 2020

FINNAIR – BOOK WITH CONFIDENCE

Dear Business Partner,

UPDATED REBOOKING POLICY DUE TO CORONAVIRUS

This update replaces all previous policies and guidelines; please read carefully as we have added more flexibility to all new bookings.

PLEASE FIND BELOW OUR REBOOKING POLICY, PAY EXTRA ATTENTION TO WHEN THE ORIGINAL TICKET WAS ISSUED:

Tickets issued up to 8th of March 2020

- One change without a change fee for travel until 30th of November 2020 (travel must be completed by 30NOV20)
- Finnair operated and marketed flight on Finnair ticket
- Rebook into the same booking class as the original flight or lowest available in the same cabin
- Ticket revalidation permitted
- Rerouting not permitted
- Change must be made by 30th of November 2020
- Applies to all ticket types (Light, Value, Pro etc.)
- OS AY CHANGE OF TRAVEL DUE TO CORONA must be added to all changed bookings

Tickets issued between 9th - 30th of March 2020

- Multiple changes allowed without a change fee for travel until 30th of November 2020 (travel must be completed by 30NOV20)
- Finnair operated and marketed flight on Finnair ticket
- All changes must be made before the departure of the original flight
- Rebook into the same booking class as the original flight or lowest available in the same cabin

- Ticket revalidation permitted
- Rerouting not permitted
- Change must be made by 30th of November 2020
- Applies to all ticket types (Light, Value, Pro etc.)
- OS AY CHANGE OF TRAVEL DUE TO CORONA must be added to all changed bookings

Tickets issued between 1st April - 30th of June 2020

- All new tickets issued between 01APR-30JUN will automatically have a flexible penalty rule and the penalty fee for changes is waived.
- Finnair operated and marketed flight on Finnair ticket
- Change must be made latest **7 days before departure**, if change is made less than 7 days before departure the change conditions follow the original ticket rules.
- New flights must be within original ticket validity.
- Additional collection may apply if a higher booking class is used when rebooking, additional collection shall be collected.
- If possible, always use ATC (Amadeus Ticket Changer) when making changes to tickets issued between 01-30APR so that the possible additional collection and waiving the penalty is correct.
- When making the change in another GDS than Amadeus (outside ATC) or manually, pay extra attention to the possible additional collection mentioned above.
- No additional PNR elements (eg. OS AY CORONA element) are needed for tickets issued for these changes..

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 for 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 June 2020. 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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