

RE-BOOKING PROCEDURES FOR PASSENGERS TICKETED ON UL DOCUMENTS - TOUR OPERATOR - IT

Below policy supersedes all policy guidelines issued to date pertaining to Covid-19.

The following options are available to all passengers who have purchased their tickets (Fully unutilized/Partially utilized (including group) on UL document issued on or before 31 July 2020 for travel commencing between 26 Jan to 31st Dec 2020, who now wish to alter their travel plans due to flight cancellations/flight service restrictions/specific country regulations and other related issues due to COVID-19.

For Flights Operating as scheduled –

a) Free Change

- Unlimited date changes permitted without change fee.
- Applicable fare difference shall apply.
- Change of route/flight number is permitted. Applicable fare differences will apply.
- Rebooking/re-issuance must be completed prior to 30 September 2020.
- If re-booked in same RBD, fare difference and penalty shall not apply.
- If same RBD is not available raise to next RBD /fare. Fare difference shall apply. Penalty shall not apply.
- This is applicable for itineraries with codeshare/interline sectors.
- Any change in taxes shall be applicable.
- Ticket endorsement to be **“Covid19 AUTH”**

Note: No-show fee shall be waived off for all re-issuances for travel up to 31 May 2020

FOR CANCELLED FLIGHTS ONLY due to COVID 19 – 15 March to 31 July 2020

Option 1 - Re-issue for passengers holding Tour Operator (IT) tickets issued in UK from 15 Mar to 31 July 2020

- Passengers holding **UL Tour Operator tickets issued in UK from 15 Mar to 31 July 2020 to travel ex LON to CMB & points beyond** during 26Jan’2020 to 31 Dec 2020, who were impacted by flight cancellations/travel bans/travel advisories/quarantine situations due to COVID-19 pandemic.
- Such passengers holding tickets issued up to 31 July 2020, to travel during 26Jan20 to 31 Dec 20, who now wishes to change their travel plans can get their tickets re-issued to travel up-to 31 Dec 2021, at the same fare in the same cabin in any RBD, subject to conditions given below.

Original Travel Date (departure)	Eligible date for departure/Return
12Apr-27Jun20, 09Aug-15Oct20 & 26Oct-03Dec20	Out-bound - 09Aug-15Oct20, 26Oct-03Dec20, 03Apr-23Jun21, 15Aug-13Oct21 & 24Oct-01Dec21. Inbound travel not valid during period 09Aug-06Sep20, 30Dec20-10Jan21, 04Apr-16Apr21, 08Aug-05Sep21 & 30Dec21-10Jan22.
01Mar-02Apr20, 28Jun-09Jul20, 16Oct-25Oct20 & 04Dec-10Dec20	Out-bound - 16Oct-25Oct20, 04Dec-10Dec20, 06Jan-18Mar21, 24Jun-07Jul21, 08Aug-14Aug21, 14Oct-23Oct21 & 02Dec-09Dec21. Inbound travel not valid during period 09Aug-06Sep20, 30Dec20-10Jan21, 04Apr-16Apr21, 08Aug-05Sep21 & 30Dec21-10Jan22.
03Apr-11Apr20, 10Jul-16Jul20, 03Aug-08Aug20 & 24Dec-31Dec20	Out-bound - 03Aug-08Aug21, 24Dec20-05Jan21, 19Mar-02Apr21, 08Jul-14Jul21, 02Aug-07Aug21 & 27Dec-31Dec21. Inbound travel not valid during period 09Aug-06Sep20, 30Dec20-10Jan21, 04Apr-16Apr21, 08Aug-05Sep21 & 30Dec21-10Jan22.
17Jul-02Aug20 & 11Dec-18Dec20	Out-bound - 01Aug20-31Dec21 excluding 19Dec-23Dec20 & 16Dec-26Dec21. Inbound travel not valid during period 30Dec20-06Jan21 & 30Dec21-10Jan22
19Dec-23Dec20	01Aug20 – 31Dec21.

Note

- Change fee will not apply.
- New travel date to be finalized and tickets to be re-issued on or before 30Sep’2020.
- All tour operator fare conditions must be met.
- Same routing as per original ticket is to be maintained. In the event of routing change, the applicable fare difference is to apply.
- If new travel date ex LON falls on to a Day 5/6, weekend surcharge to be waived off.
- If new travel date from/to LON falls on to a peak of peak period in Summer 20 (i.e. LONCMB during 17Jul-02Aug’20 and/or CMBLON during 21Aug-06Sep20), the applicable peak of peak surcharge is to be waived off.
- Endorsement – **TO/CV19/REISSUE**