

VAA Global Commercial Policy

Bulletin Name Flexibility for customers due to Coronavirus situation
 Bulletin Number 20210205-02 (this bulletin replaces Bulletin Number: 20210205-01)
 Bulletin Date 08 Feb 21

This policy is for customers with VAA bookings (VAA PNR or VS 932 tickets) whose travel plans have been impacted by the Covid-19 situation.

What's new?

- **New** extended travel must be completed by 30 Apr 23 for bookings on/before 05 Feb 21
- For bookings on/before 05 Feb 21, fare difference discounts still apply for travel between 01 Jun 21 and 31 December 2022. For travel from 01 Jan 23 until 30 Apr 23, fare difference apply
- Changes in **red**

General Guidance

- This policy is to allow customers more flexibility in addition to original fares rules
- Fare difference must include all taxes/charges
- Customers and travel agents are advised to inform VAA of booking changes at least 21 days before their original travel date
- For bookings made on/before 11 Mar 20, refunds are allowed if customer is unable to travel due to an 'event beyond their control' e.g. national lockdowns (see Page 3 for details)
- Booking cancellations, refunds and downgrades are subject to the original fare rules, unless permitted by this policy – whichever is the most flexible

New Commercial Policy for Covid-19

	1. If your flights are still operating	2. If your flights are cancelled
Bookings from	06 Feb 21	Any
Bookings until	Until further notice	Any
Original travel by	30 Apr 22	31 Aug 21
New travel must be completed by	30 Apr 23	30 Apr 23
Change fees	Waived - unlimited date/flight changes 1 x name change (free of charge)	Waived - unlimited date/flight changes 1 x name change (free of charge)
Fare difference	Waived if travelling on/before 31 May 21. For travel from 01 Jun 21, fare difference applies with no refund if new fare is lower.	Waived if travelling on/before 31 May 21. For travel from 01 Jun 21, fare difference applies.
Change of Origin or Destination	Change fees are waived. For travel from 01 Jun 21, fare difference apply.	Change fees are waived For travel from 01 Jun 21, fare difference apply.
Refund	No refund. No refund on fare difference. Open tickets are allowed. No refund on residual value of open tickets.	Refund is allowed. Open tickets are allowed. Use value of original ticket towards a new ticket is allowed.

Previous Commercial Policies where flights are still operating

	1. If your flights are still operating		
Bookings from	Before 11 Jun 20	12 Jun 20	05 Dec 20
Bookings until	11 Jun 20	04 Dec 20	05 Feb 21
Original travel by	30 Apr 22		
New travel must be completed by	30 Apr 23		
Change fees	Waived for 1 x change	Waived for 2 x changes 1 x name change (free of charge)	Waived for 2 x changes 1 x name change (free of charge)
Fare difference	<p>Waived if travelling on/before 31 May 21.</p> <p>For travel between 01 Jun 21 until 31 Dec 22: Fare difference is waived if within £60 for Economy £120 for Premium £350 for Upper</p> <p>For travel from 01 Jan 2023: Fare difference applies</p>		
Change Origin or Destination	<p>Change fees as per above.</p> <p>Fare difference waived if new travel is on/before 31 May 21.</p> <p>For travel from 01 Jun 21, fare difference apply.</p>		
Refund	No refund. No refund on fare difference.	No refund. Open tickets are allowed. Refund on fare difference is allowed.	No refund. No refund on fare difference. Open tickets are allowed. No refund on residual value of open tickets.

1. If your flights are still operating – more information

- Itineraries must be rebooked on VS/VS* tickets
- Tickets must be reissued before departure
- Customers must advise of changes to their travel plans before their original travel date, or no-show policy will apply
- Where available please rebook into same class, if not available please book into lowest available class within the cabin
- For bookings made on/before 11 Mar 20, refunds are allowed if customer is unable to travel due to 'events beyond their control' e.g. national lockdowns (see below for definition of 'events beyond your control')
- OSI comment needs to be added to PNR for trade bookings (as advised through trade comms)

General Guidelines	Is it allowed? Yes/No	Notes
Travel on earlier date than ticketed	Yes	Travel is permitted on an earlier date, with no fees, if the date is within the guidelines of this bulletin
No-Show		Change fees are waived. Fare difference apply if new travel is on/after 01 Jun 21.
Waive minimum/maximum stays	Yes	Travel as per new booking dates
Change origin or destination	Yes	Change fees are waived. Fare difference applies.
Refund	No	Refunds are allowed if flights are cancelled – see 'If your flights are cancelled' in this policy.
Rebooking Carrier Priority		VS/VS*
Rebooking to different cabin	No	Same cabin only
Cabin upgrades	Yes	Fare difference applies
PNR Documentation	Yes	SI CHANGES PER CORONAVIRUS SIT CHG FEE DDMMYY
Refund on bookings made on/before 11 Mar 20 impacted by 'events beyond your control' e.g. national lockdowns	Yes	SI REFUND DUE NAT LOCKDOWN DDMMYY
Definition of 'events beyond your control'		<ul style="list-style-type: none"> • National or local lockdowns • Positive COVID-19 tests and instructed to self-isolate by the NHS or local health authorities • Unable to board return flight due to requiring to quarantine at destination • Governmental restrictions and requirements (travel ban and/or cancellation of a travel visa)

2. If your flights are cancelled – more information

- Applies to customers who have significant schedule changes (flight cancellations, mis-connects due to schedule changes and flight departure time change >3 hours)
- Itineraries must be rebooked on VS/VS* tickets
- Where available please rebook into same class, if not available please book into lowest available class within the cabin
- Part-refunds are allowed if the new fare is lower than original
- If route is suspended departure airport change is allowed free of charge, but the customer is responsible travelling to the airport costs
- If route is suspended, re-route with codeshare/interline partners is allowed (subject to fare rules). Ticket re-issue is required. Change fees are waived. Fare difference applies.
- OSI comment needs to be added to PNR for trade bookings (as advised through trade comms)

General Guidelines	Is it allowed? Yes/No	Notes
Travel on earlier date than ticketed	Yes	Travel is permitted on an earlier date, with no fees, if the date is within the guidelines of this bulletin.
Waive minimum/maximum stay	Yes	Travel as per new booking dates
Change Origin or Destination	Yes	Change fees are waived. Fare difference applies.
Refund	Yes	IROP must apply. Change fees are waived. Fare difference applies.
Rebooking Carrier Priority		VS/VS*
Rebooking to different cabin	No	Same cabin only
Cabin upgrades	Yes	Fare difference applies
PNR Documentation	Yes	REFUND AS PER CORONAVIRUS SIT DDMMYY
Voluntary Alternate Rebooking	Yes	Rebooking and repricing to an alternate station is allowed but is a manual process