



Update 23/09/2025

Neos Travel Advisory

Waiver for Passengers Affected by ATQ and YYZ Flights Cancellation

Dear Travel Partners,

Please note that all Neos-operated flights between Amritsar and Toronto, in both directions, will be suspended as of October 8, 2025.

We are committed to minimizing inconvenience and ensuring flexibility for our passengers. The following waiver will be offered to support affected bookings:

POLICY

Markets	All the following itineraries: YYZ-ATQ ATQ-YYZ ATQ-JFK JFK-ATQ YYZ-TLV TLV-YYZ MXP-YYZ YYZ-MXP
Ticket Stock	703
Ticket Issue	All tickets issued on/before Sep 23, 2025
Original Travel Dates	Between Oct 8, 2025 , and Apr 30, 2026
Rebooking Window	Up to and including Oct 4, 2025

Bookings on the following routes will be automatically reprotected on the nearest available flight and will adhere to the standard ticketing policy (available at <https://www.neosair.com/us/en/travel-agencies>):

- MXP-ATQ and ATQ-MXP
- FCO-ATQ and ATQ-FCO

RE-PROTECTION GUIDELINES

Fare Rules	Policy Within Rebooking Window	Policy outside Rebooking Window
Change Fee(s)	Waived	Fare rules apply
ADCL	Waived	Fare rules apply
Cancellation Fees	Waived	Fare rules apply

Neos SpA

Società Unipersonale - Sede Legale ed Operativa: Via della Chiesa, 68 – 21019 Somma Lombardo (VA)

PI/CF e n. iscr. CCIAA di Varese: 08254440012 Capitale Sociale € 20.000.000,00 interamente versato

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Change of Origin/Destination	Fare rules Apply	Fare rules apply
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Endorsment: For Travel Agencies, use ATQYYZCANXSEP25, when processing a ticket exchange or refund for GDS issued tickets.

Efforts should be made to rebook in the same RBD; if unavailable, a higher RBD may be selected. Change in cabin class is not permitted.

Please note the following:

- Free rebooking is permitted on confirmed flights, subject to seat availability.
- If no seats are available, passengers are entitled to a full refund.
- In case only one segment of a roundtrip itinerary is affected, a full refund of the entire reservation is allowed.
- For any claims or clarification requests, please open a ticket with our Customer Service at: <https://www.neosair.com/us/en/information/customer-service>

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