



COM-21-005
Friday, January 8th, 2021

UPDATE-WAIVER GUIDELINES DUE TO CLOSURE OF RAMON VILLEDA MORALES AIRPORT (SAP)

OBJECTIVE

To give flexibility to passengers traveling to/from San Pedro Sula (SAP) who need to modify their itinerary due to the closure of Ramon Villeda Morales airport.

Passengers who request to reschedule their trip should be assisted with the changes according to the information provided in this notice.

WAIVER CODE: W1201106TCHN

TERMS AND CONDITIONS

- Tickets issued until: **January 29th, 2021**
- Original travel dates: **December 19th, 2020 to January 31st, 2021**
- Last date for change: **February 5th, 2021**
- New travel date must be completed by: **February 20th, 2021**

GUIDELINES

1. Passenger requests a date change, but remains at the same origin/destination:

- The change of date is allowed waiving the change fee and fare difference.
- The change must be made in the same class.

2. Passenger requires a change of date and change of origin/destination:

- Change of origin/destination to alternative cities is allowed: (TGU), waiving change fee and fare difference.
- Change of origin/destination to other cities different from the alternative cities is allowed, waiving change fee, but fare difference will apply.

3. Passenger requires a refund of the original form of payment:

- Tickets not used in their totality (refundable and non-refundable fares) will be entitled to a refund if the original flight was cancelled or the tickets can be refunded according to the applicable regulations in the country.
- Partially used tickets do not apply for a refund to the original form of payment.

4. Passenger wants to use the value of the ticket for a future travel date (credit):

- If the passenger needs to cancel their trip and use the value of the ticket for a future travel date, they will not be charged the change fee, however, a fare difference may apply according to the conditions of the fare rule. The fare difference will be charged at the time the change is made.

IMPORTANT

-By changing the dates of origin due to the affectation, the return dates can be modified at the passenger's request.

-Applies to all regular, award, interline, and code share tickets on stock 230.

-The change fee (administrative fee) for travel agency tickets is waived.

-Applies to all rates: regular, group, net and dynamic.

-Applies to companion rewards tickets.

-Additional travel expenses that may occur must be covered by the passenger.

-Waiver code must be documented in the endorsement box/field and in an OSI