



Airline Waiver Policies

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Links to Airline Policies Updated: 18 September 2020

Carrier	Code	Region	Link to airline policy on change fees, refunds and waivers due to Coronavirus (COVID-19)
Aegean Airlines / Olympic Air	A3, OA	EMEA	https://en.aegeanair.com/aegean-announcement/
Aer Lingus	EI	EMEA	https://www.aerlingus.com/support/covid19-information/options-for-your-booking/
Aeroflot	SU	EMEA	https://www.aeroflot.ru/xx-en/online_services/purchase/compensation
Aerolineas Argentinas	AR	LATAM	https://www.aerolineas.com.ar/en-us/promociones/detalle/313_important-information-coronavirus
Aeromexico	AM	LATAM	https://aeromexico.com/en-us/flexibility-waiver
Air Asia	AK	APAC	https://support.airasia.com/s/article/Covid-19-Refund-Request-Guide?language=en_GB
Air Astana	KC	EMEA	https://airastana.com/kaz/en-us/Information/Important-Notices/Coronavirus-update
Air Baltic	BT	EMEA	https://www.airbaltic.com/en/flight-cancellations
Air Canada	AC	NORAM	https://www.aircanada.com/us/en/aco/home/book/travel-news-and-updates/2020/covid-19.html
Air China	CA	APAC	https://www.airchina.us/US/GB/promotion/WUH?pid=TP_refundguide:20200205:KV-WUH2:US:EN
Air Dolomiti	EN	EMEA	https://www.airdolomiti.eu/flexible-waiver-policy-coronavirus
Air Europa	UX	EMEA	https://www.aireuropa.com/es/en/aea/comunicados.html
Air France	AF	EMEA	https://www.airfrance.fr/FR/en/common/page flottante/hp/news-air-traffic-air-france.htm
Air India	AI	APAC	http://www.airindia.in/COVID-19-UPDATED.htm
Air Madagascar	MD	EMEA	https://www.airmadagascar.com/sites/default/files/14%20APRIL%202020%20%20MD%20Commercial%20Rules%20Covid19_0.pdf
Air Malta	KM	EMEA	https://www.airmalta.com/Information/keep-your-trip-for-the-future
Air New Zealand	NZ	APAC	https://www.airnewzealand.co.nz/covid19-refunds-flight-credit
Air Senegal	HC	EMEA	https://flyairsenegal.com/en/air-senegal-network-informations/
Air Seoul	RS	APAC	No info available on website.
Air Serbia	JU	EMEA	https://www.airserbia.com/en/Information/flights/travel-information-coronavirus
Air Tahiti Nui	TN	EMEA	https://www.airtahitiniui.com/us-en/faq-regarding-your-reservation
Air Transat	TS	NORAM	https://www.airtransat.com/en-CA/travel-information/coronavirus
Alaska Airlines	AS	NORAM	https://www.alaskaair.com/content/advisories/coronavirus
Alitalia	AZ	EMEA	https://www.alitalia.com/en/ly-alitalia/news-and-activities/news/info-flights/changing-travel-plans.html
All Nippon Airways (ANA)	NH	APAC	https://www.ana.co.jp/en/jp/topics/notice200123/
Allegiant Air	G4	NORAM	https://www.allegiantair.com/travel-alerts
American Airlines	AA	NORAM	https://www.aa.com/i18n/travel-info/coronavirus-updates.jsp
Asiana Airlines	OZ	APAC	https://flyasiana.com/C/US/EN/customer/notice/detail?k=CM202002040001195374
Aurigny	GR	EMEA	https://www.aurigny.com/coronavirus
Austrian Airlines	OS	EMEA	https://www.austrian.com/us/en/ly/flight-information/flight-irregularities
Avianca	AV, LR, 2K, TA, TO	LATAM	https://www.avianca.com/co/en/about-us/news-center/avianca-news/protection-measures-for-passengers-covid19/
Bamboo Airways	QH	APAC	https://www.bambooways.com/vn-en/company/press-and-news/announcement-on-covid-19-pandemic/
Bangkok Airways	PG	APAC	https://www.bangkokair.com/eng/covid19information
British Airways	BA	EMEA	https://www.britishairways.com/en-gb/information/incident/coronavirus/latest-information
Brussels Airlines	SN	EMEA	https://www.brusselsairlines.com/en-be/travel-safely/rebooking-options.aspx
Bulgaria Air	FB	EMEA	https://www.air.bg/en/news/updated-how-does-bulgaria-air-take-care-of-the-passengers-affected-by-the-cancellations-and-changes-due-to-the-covid-19
Cathay Pacific / Cathay Dragon	CX, KA	APAC	https://www.cathaypacific.com/cx/en_US/covid-19/free-rebooking.html
Cebu Pacific	5J	APAC	https://cebuspacifair.com/corporate/News/News.aspx?id=1278
China Airlines	CI	APAC	https://www.china-airlines.com/us/en/discover/news/travel-advisory?travelAlert=36257-7030
China Southern Airlines	CZ	APAC	https://www.csair.com/us/en/about/news/news/2020/1e6gscvkkkdec.shtml
Copa Airlines	CM	LATAM	https://www.copaair.com/en/web/ca/coronavirus-updates/%2Fflexibility
Corsair	SS	EMEA	https://www.corsair.fr/flight/informations/important-message
Croatia Airlines	OU	EMEA	https://www.croatiaairlines.com/important-notice/important-information-about-COVID-19/
Czech Airlines	OK	EMEA	https://www.csa.cz/gb-en/support/
Delta Air Lines	DL	NORAM	https://www.delta.com/us/en/advisories/coronavirus-travel/overview
EasyJet	U2	EMEA	https://www.easyjet.com/en/policy/coronavirus-facts
El Al Israel Airlines	LY	EMEA	https://www.elal.com/en/About-ELAL/About-ELAL/News/Pages/Coronavirus-Foreigners.aspx
Emirates	EK	EMEA	https://www.emirates.com/us/english/help/keep-your-ticket/
Ethiopian Airlines	ET	EMEA	https://www.ethiopianairlines.com/aa/global-travel-updates/updates-on-covid-19/coronavirus/
Ethiad	EY	EMEA	https://www.ethiad.com/en-us/travel-updates/covid-19
EuroWings	EW	EMEA	https://www.eurowings.com/en/information/news-help/information-coronavirus.html
Eva Air	BR	APAC	https://www.evaair.com/en-global/emer/2019-nCoV.html
Fastjet	FN	EMEA	https://www.fastjet.com/en/information-central/covid-19-information-faq
Fiji Airways	FJ	APAC	https://www.fijiways.com/en-fj/flights-travel-credit-deferred-travel
Finnair	AY	EMEA	https://www.finnair.com/en/flight-information/travel-updates
Flydubai	FZ	EMEA	https://www.flydubai.com/en/contact/operational-updates/modification-fee-waiver-flydubai
Frontier Airlines	F9	NORAM	https://www.flyfrontier.com/travel/travel-info/change-policy/
Garuda	GA	APAC	https://www.garuda-indonesia.com/sq/en/news-and-events/operation-policy-due-covid-19-outbreak.page
GoAir	G8	APAC	https://www.goair.in/promotions/nc-show-you-still-go
Gol Linhas Aereas	G3	LATAM	https://www.voegol.com.br/en/information/coronavirus-please-read-the-guidelines?r=1&of=gol-commitment
Gulf Air	GF	EMEA	https://www.gulfair.com/covid19
Hainan Airlines	HU	APAC	https://www.hainanairlines.com/HU/Portal/dyn/portal/DisplayPage?COUNTRY_SITE=US&SITE=CBHZCBHZ&LANGUAGE=US&PAGE=IENC
Hawaiian Airlines	HA	NORAM	https://www.hawaiianairlines.com/OnlineTicketChanges
Hong Kong Express	UO	APAC	https://www.hkxpress.com/en-hk/your-trips/important-travel-notice/
Iberia	IB	EMEA	https://www.iberia.com/us/latest-update-of-our-flights/
Iceland Air	FI	EMEA	https://www.icelandair.com/support/covid-19/faq/
IndiGo	6E	APAC	https://www.goindigo.in/information/corona-virus-travel-restrictions.html
Interjet	4O	LATAM	https://www.interjet.com/en-us/information/important-notice
Japan Airlines	JL	APAC	https://www.jal.co.jp/en/info/2020/other/flysafe/safetytrip/index.html
JetBlue	B6	NORAM	https://www.jetblue.com/travel-alerts
Jetstar Airways	JQ	APAC	https://www.jetstar.com/sq/en/covid-19-faq
Kenya Airways	KQ	EMEA	https://www.kenya-airways.com/en-ke/covid-19
KLM	KL	EMEA	https://www.klm.com/travel/us/en/prepare_for_travel/up_to_date/flight_update/index.htm
Korean Air	KE	APAC	https://www.koreanair.com/global/en/about/news/travel_info/2020_03_covid/
Kuwait Airways	KU	EMEA	https://www.kuwaitairways.com/en/information/usefulinfo/Pages/Reissue-Refund-Policies.aspx
La Compagnie	B0	EMEA	https://www.lacompanie.com/EN/booking/health-measures/#
LATAM Airlines	4M, JJ, LA, 4C, XL, PZ, LP	LATAM	https://www.latam.com/en_un/experience/coronavirus/
Laudamotion	OE	EMEA	https://www.laudamotion.com/la/en/useful-info/disruptions-and-refunds/COVID-19-information
LOT Polish	LO	EMEA	https://www.lot.com/us/en/how-to-change-or-return-a-ticket
Lufthansa	LH	EMEA	https://www.lufthansa.com/xx-en/flight-information.html
Luxair	LG	EMEA	https://www.luxair.lu/en/offers/covid-19-last-updates
Malaysia Airlines	MH	APAC	https://www.malaysiaairlines.com/us/en/advisory/booking-and-travel-flexibility.html
Nauru Airlines	ON	APAC	https://www.nauruair.com/important-update
Nepal Airlines	RA	APAC	https://nepalairlines.com.np/home/page/covid-notice
Norwegian Air	DY	EMEA	https://www.norwegian.com/uk/flight-status/updates/
Oman Air	WY	EMEA	No info available on website.
Pakistan International Airlines	PK	APAC	https://www.piac.com.pk/travel-update-and-information
Philippine Airlines	PR	APAC	https://www.philippineairlines.com/en/ph/home/covid-19/passengeroptions
Porter Airlines	PD	NORAM	https://s3.amazonaws.com/reporter.flyporter.com/change/fees/index.html

Qantas	QF	APAC	https://www.qantas.com/us/en/travel-info/travel-updates/coronavirus/booking-changes-and-refunds.html
Qatar	QR	EMEA	https://www.qatarairways.com/en/travel-alerts/COVID-19-update.html
Royal Brunei Airlines	BI	APAC	https://www.flyroyalbrunei.com/singapore/en/covid-19-updates/
Rwandair	WB	EMEA	https://www.rwandair.com/media-center/news-press-releases/rwandair-flexible-policies-on-rebooking-cancellations-and-refunds/
Ryanair	FR	EMEA	https://www.ryanair.com/gb/en/useful-info/Coronavirus-covid-19
Samoa Airways	OL	APAC	https://samoairways.com/covid19/
Saudia	SV	EMEA	https://www.saudia.com/covid-19
Scandinavian Airlines (SAS)	SK	EMEA	https://www.flysas.com/en/traffic-information/message/
Scoot	TR	APAC	https://www.flyscot.com/en/announcements/scoot-covid-19-travel-waiver-policy
Singapore Airlines / Silk Air	SQ, MI	APAC	https://www.singaporeair.com/en_UK/us/media-centre/news-alert/?id=k8jxbjvz
SKY Airline	H2	LATAM	https://www.skyairline.com/english/services/faq
Smartwings	QS	EMEA	https://www.smartwings.com/en/no-rebooking-fees
South African Airways	SA	EMEA	https://www.flysaa.com/flight-suspension-policy
Southwest Airlines	WN	NORAM	https://www.southwest.com/Coronavirus?clk=CORONAVIRUS_TA
Spicejet	SG	APAC	https://www.spicejet.com/CoronaVirusTravelRestrictions.aspx
Srilankan Airlines	UL	APAC	https://www.srilankan.com/travel-waiver-covid-19
Starlux	JX	APAC	https://www.starlux-airlines.com/en-US/StarluxTravelAlerts/34ac61c4-aaeb-43b9-9b64-d9870c2f5d23
Suncountry	SY	NORAM	https://suncountry.com/safety-updates
Swiss	LX	EMEA	https://www.swiss.com/ch/EN/various/faq-rebooking-coronavirus
TAP Air Portugal	TP	EMEA	https://www.flytap.com/en-pt/special-conditions
Tarom	RO	EMEA	https://www.tarom.ro/en/enjoy-flexibility
Thai Airways	TG	APAC	https://www.thairways.com/en/news/news-announcement/covid-19-page
Thai Lion Air	SL	APAC	https://www.lionairthai.com/en/press_release/2020/05/14/[Update-for-T-Travel-Agent-members]-Thai-Lion-Air-extends-flexibility-options-to-affected-passengers-from-Covid-19
Thai Smile	WE	APAC	https://member.thaismileair.com/Covid
Transavia	HV	EMEA	https://www.transavia.com/en-EU/update-coronavirus/
Turkish Airlines	TK	EMEA	https://www.turkishairlines.com/en-sg/announcements/coronavirus-outbreak/flexible-change/
Uganda Airlines	UR	EMEA	https://www.ugandairlines.com/covid-19-updates
Ukraine International Airlines	PS	EMEA	https://www.flyua.com/ua/en/information/flight-information-during-covid-19
United Airlines	UA	NORAM	https://www.united.com/en/us/fly/covid-update.html
Vietnam Airlines	VN	APAC	https://www.vietnamairlines.com/en/sites/Hoan-doi-Covid
Virgin Atlantic	VS	EMEA	https://flywith.virginatlantic.com/gb/en/news/coronavirus/no-change-fees-policy.html
Virgin Australia	VA	APAC	https://travel.virginaustralia.com/au/coronavirus-update/change-cancel
Vistara	UK	APAC	https://www.airvistara.com/trip/coronavirus-update
Volaris	Y4	LATAM	https://flights.volaris.com/en-us/faq-coronavirus
WestJet Airlines	WS	NORAM	https://www.westjet.com/en-ca/travel-info/coronavirus
Wizz Air	W6	EMEA	No info available on website.