



AEGEAN | SUSPENSÃO DE REEMBOLSOS DEPOIS DO ANÚNCIO A 11 DE MARÇO DA OMS DE PANDEMIA POR CAUSA DO COVID-19

Caro Associado,

Na sequência da declaração de Pandemia por parte da Organização Mundial de Saúde, a 11 de Março de 2020, serve o presente para informar que são suspensos os reembolsos de Bilhetes A3/OA, sendo que se passa a aplicar a seguinte regra, nas seguintes condições:

- For 390/050 documents ONLY (totally unused and partially used) with any date of issuance
 - For published/special/private fares (except of ID, ZED tickets), all fare categories (refundable & non-refundable)
 - For separate ticket that is part of the affected travel, but itinerary in this ticket is not cancelled/rescheduled.
 - For all A3 and OA cancelled (UN) flights
 - For A3 marketing/OAL operating (i.e A3* /LH operating ATH-FRA) cancelled (UN) flights
1. Documents of flights cancelled on/before the 10th of March, 2020 are eligible for involuntary refund:

Issued by Travel Agents: Refund applications should be processed through BSP.

2. Documents of flights cancelled on/after the 11th of March, 2020, the day the World Health Organization (WHO) declared COVID-19 pandemic:

Issued by Travel Agents:

- All related refund applications already submitted through BSP on/before 16th of March, 2020 should be normally processed.
- Can be rebooked to the same destination online on our website or by the Travel Agent.
- Can be rerouted to any other A3/OA destination (from call center with no reissue fee or Travel Agency provided there is no change in the country of origin)
- Will be entitled for exchange into a voucher valid for future travel without any revenue loss for the passengers.

The respective capability will be implemented through the GDS and will be available as soon as possible.

- Voluntary refund as per fare rules can be offered.

À Vossa disposição para quaisquer esclarecimentos adicionais.

Continuação de bom trabalho e mantenham-se sãos.

Com os melhores cumprimentos,
A Direção