

COVID 19 – Rules for voucher issuance

Last updated on: 17 Jun 2020

For tickets issued until the 15th of May

- Vouchers issued against tickets and associated EMD's with original travel date until the 30th of June 2020
 - Voucher requests made from the 9th of April
 - Voucher for the total value of the unused ticket
 - Bonus increase of 20% for totally unused tickets
- Vouchers issued against tickets with original travel dates between the 1st of July and the 30 September with all flights confirmed:
 - Voucher issued according to the ticket fare rule

Tickets issued on any date

- Vouchers issued against Tickets and associated EMD's with original travel date between the 1st of July and the 31st of August where at least one of the flights was canceled:
 - Voucher request made from the 8th of June
 - Voucher for the total value of the unused ticket
 - Bonus increase of 20% in totally unused tickets
 - The voucher can be requested [HERE](#).

Voucher conditions and use:

- Vouchers ordered from the 8th of June are valid for 1 year;
- The voucher will be valid for the payment of travel and / or TAP services;
- The value of the voucher can be used in full or partially. The balance can be used on another journey, within the validity period.
- The voucher is transferable, with authorization from the holder;
- It is not refundable;
- Vouchers used by an agency or passenger on a TAP direct channel (flytap.com or Contact Center), originating from a ticket issued by a travel agency, will be considered agency revenue for the purpose of calculating incentives.

Voucher redemption: see how to request [here](#).

