

COVID-19 Voluntary change procedures

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Procedures for voluntary travel changes under COVID-19

For passengers with original travel date up to the 30th of September and tickets issued until the 15th of May 2020, who wish to keep their tickets and rebook later, TAP will offer a discount of € 25 or € 100, depending on the route, for new dates/routes.

See details below.

- **New travel date :**
 - For fully unused tickets: changes permitted for departures up to the 28th of February 2021.
 - For partially used tickets: changes permitted for departures up to the 31st of December 2020 or within ticket validity (the most restrictive option applies).
- **Waive of Change Fee:**
 - Same route and same RBD = NOADC (no additional collection)
 - Same route but different RBD: Recalculate and charge fare and tax differences but no change fee collection (DU tax waived).
 - New route: Recalculate and charge fare and tax differences (i.e no change fee collection - DU tax waived)

Nota: a primeira alteração é gratuita (não há cobrança da taxa de alteração por reserva), mas as alterações subsequentes voluntárias seguem as regras tarifárias normais.

Note: only the first change is free (no change fee); subsequent voluntary changes follow normal fare rules.

- **Endorsements: CV19TPOFFER**
- New reservation and reissuance: completed by the 31st of August, or [according to the TDC, whichever is more restrictive](#)

- **Associated services EMD:** can be used in the new reservation. If they are expiring, please contact our [Help Desk](#).
- **Discount of 25€ or 100€ (depending on route)**
 - Discount offer on new travel (except INF), to be deducted from the new amount, in the case of additional charge.
 - 25€ for medium-haul*
 - 100€ for long-haul**

* domestic flights, European and Africa medium haul (except Luanda and Maputo)

** Long haul flights Africa (Luanda and Maputo), Brazil, Venezuela, United States and Canada

If the amount of the difference to be paid is less than the offer, apply NOADC (and no credits remain). See how to apply this bonus below ⁽¹⁾.

⁽¹⁾**How to calculate the price of the new ticket with the bonus offer**

Two different situations can be observed in relation to the new ticket:

- If the amount of the difference to be paid is equal to or less than the discount to be applied, apply NOADC (no credit remaining)
- If the amount of the difference to be paid is greater than the discount, then enter the amount to be charged in the "Total Amount" field. Also enter the form of payment for the original ticket and insert a new form of payment with the surcharge to be charged to the passenger.

Note: the first voluntary change after the reissuance by a "UN" situation is free, provided that:

- The original ticket was issued on/before the 15th of May 2020
- The "UN" situation was reissued to a date on/before the 30th of September 2020
- The flexibility has not yet been used (CV19TPOFFER).