

BLUE SKIES AHEAD – COVID WAIVER GUIDE AND UNUSED TICKET ADJUSTMENTS

As of January 12, 2022 – the following information is intended as a guide for unused ticket expirations and airline waiver information due to COVID-19. Information is subject to change at any time. We will continue to update as new information becomes available. Please check with Conlin Travel to confirm waiver eligibility on any specific ticket.

Major United States Carriers

Delta Airlines/ Air France/KLM		
Unused tickets and credits	Travel Dates	New dates allowed
Wholly unused tickets purchased Apr 1, 2019 – Feb 29, 2020	All travel dates	Extended to Dec 31, 2022 – All Travel must be completed by Dec 31, 2022
Wholly unused tickets purchased Mar 1, 2020 – April 30, 2021 (bulletin 11) *Agents: Populate information in Travel Exception Policy Finder in Sabre	All Destinations – domestic and international	All travel must be completed by March 27, 2022
Name Changes for Domestic Travel: Dates of impacted travel issued on/or before April 17, 2020 for Domestic travel March 1, 2020 through March 31, 2021.	Domestic Travel	All travel must be completed by Dec 31, 2022
Name Changes for International Travel: Dates of impacted travel issued on/or before Feb 25, 2020 through March 31, 2021.	International Travel	All travel must be completed by Dec 31, 2022
BASIC ECONOMY TICKETS: Applies only for customers with an original ticket issue date from: May 1, 2021 through December 31, 2021 booked for travel between July 28 and Dec 31, 2021		
Name Changes: DL accounts with CSA and/or MSA are allowed name change through May 21, 2022 (rebook and travel by). SkyBonus: Name changes permitted. Agent must call for waiver. No fee to change. * DL UATP card funds do not expire		
Residual value credits (MCO)	MCOs if valid and with CSA/MSA account and allow multiple name changes. MCOs can be used for anyone in the company, once extended. No residual value on MCOs once name on MCO has been changed.	The extension applies to Residual Value MCOs issued between January 1, 2020 and December 31, 2020 Residual Value MCOs must be applied toward a ticket and all travel must be completed by December 31, 2022 If the new ticket is of lesser value than the value of the MCO, a new Residual Value MCO may be issued: The expiration date on the new Residual Value MCO will be December 31, 2022 This new Residual Value MCO must be applied toward a ticket and all travel must be completed by December 31, 2022

KLM/AF ONLY	Extended ticket validity for travel from March 3, 2020 and until further notice: AF and KL have extended the ticket validity to up to 560 days from the last flight segment date mentioned in the ticket.	This is applicable for all reservations that are ticketed, including EMDs with a travel date on or after March 3, 2020 and up to and including December 31, 2021. AF/KLM: Refunds will continue to be processed based on fare conditions. However, Air France and KLM now offer you the opportunity to request a refund for those customers who insist they no longer want to travel by using the waiver code. This is applicable for all reservations that are ticketed on or before 31 January 2022 with a travel date on or after 03 March 2022 and up to and including 30 June 2022. Please note NO SHOW is not permitted.
United Airlines		
Unused tickets and credits	Travel Dates	New dates allowed
Wholly unused tickets originally issued on/after January 1, 2022 will be valid for 12 months from the original ticket-issue date. <i>*UA: United UATP accounts are valid for 24 months once the account receives their UATP welcome letter.</i>	Tickets purchased beginning May, 2019, through the end of 2021 will remain valid until Dec 31, 2022.	Travel must begin by Dec 31, 2022
REFUNDING TICKETS w/FEE 016 Wholly unused, unexpired, and open coupon status Any point-of-sale U.S. point-of origin travel (includes 50 U.S., Puerto Rico, U.S. Virgin Islands; excludes Guam) Travel dates: Travel on/after March 3, 2020	AGENTS: You must add an OSI to a past-date PNR or one with no active flight segments . To add the OSI, go to uabusiness.united.com/Waivers_	Fare types: Premium cabin and Standard Economy published fares, including: Corporate discounted tickets that follow published fare rules Ticket with another airline's flight as long as there is at least one United fare on the ticket. Ticket issue date: Any, as long as the ticket is wholly unused, unexpired, and open coupon status and meets all criteria Ticket must be refunded by December 31, 2022 . (UA updated Dec. 20, 2021) This applies to previously issued and new tickets that meet all the criteria that are refunded by December 31, 2022. (updated Dec. 20, 2021)
MCOs	Residual value is good for 1 year from new MCO issue date. No extensions.	Tickets issued/reissued on/after March 3, 2020, if new fare is lower, no residual is permitted.
Waivers	Dates	Rules
NAME CHANGES:	Call UA for information	
American Airlines		
Unused tickets and credits	Travel Dates	New dates allowed
Global Travel Waiver (as of Jan 1, 2022) Any ticket purchased on or before March 1, 2020 through March 31, 2021, will have the ticket validity extended to March 31, 2022.	Travel must be completed by March 31, 2022	Special Extended Waiver 2021* Valid for itineraries which include ticketed travel to or from the European Union, Schengen countries, Great Britain, Hong Kong, Australia, or New Zealand as long as original tickets

<p>*AA UATP card funds are currently extended through 3/31/22.</p>		<p>issued March 1, 2020 – August 31, 2021 and original travel dates March 1, 2020 – December 31, 2021, the ticket validity extended to December 31, 2022</p>
<p>NAME CHANGES:</p>	<p>American Airlines will be introducing a system wide Name Change waiver for our AAdvantage members effective October 6, 2021- January 31, 2022. Some of the features include:</p> <p>AAdvantage Member to Member Name Changes</p> <p>Original tickets may include AA or AA*/codeshare flights</p> <p>No time limit to join our AAdvantage program prior to the exchange</p> <p>This waiver provides an overall enhanced customer experience by expanding the availability of this exception to our Agency Community. Additional detail, as well as the waiver code and process, can be found on our Agency Reference page, here.</p>	<p>All corporate customers, including Business Extra will also get multiple name changes on any tickets falling in the Global Travel Notice Waiver dates. New ticket must contain a valid CART #/ Business Extra number</p>
<p>MCOs</p>	<p>March 1, 2020 – March 31, 2021 including expiring tickets/MCOs are valid through March 31, 2022.</p>	<p>You will receive a residual value. You cannot change the name on the MCO, but you can use towards the purchase of a ticket for another person.</p>

Other Carriers

Air Canada **** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ****		
Unused tickets and credits	Travel Dates	New dates allowed
Up to August 31, 2021	Between March 1, 2020 – Aug 31, 2022	For tickets issued on/before March 31, 2021: Travel must be completed within 24 months from the date on the last unused flight. For tickets issued on/after April 1, 2021: Travel must be completed within 24 months from the date of issue of the original ticket
NAME CHANGES: Name changes are not allowed.	All unused tickets effected by COVID-19 are eligible for refund.	Air Canada 014 tickets for travel on/after February 1, 2020, and issued before April 13,2021
Alaska Airlines **** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ****		
Unused tickets and credits	Travel Dates	New dates allowed
NAME CHANGES: Allows a name change with fee \$125.00 plus any fare difference.		Name transfers Alaska does not process name transfers through our call centers, online, or at ticket counter locations. Travel agents may process name transfers through a GDS. No waiver code is required. The name transfer can be processed by changing the name field of the existing record or starting over in a new record. The resulting ticket must be priced at a current fare. Charge the \$125.00 name transfer fee plus any difference in fare. Name transfers will require a \$125 fee regardless of the fare rules.
Aero Mexico **** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ****		
Unused tickets and credits	Travel Dates	New dates allowed
NO Residual value credits (MCO)		No extensions
ANA Airlines **** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ****		
Unused tickets and credits	Travel Dates	New dates allowed
Jet Blue **** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ****		
Unused tickets and credits	Travel Dates	New dates allowed
Unused tickets between February 27, 2020 and June 30, 2020 Tickets issued after June 1, 2020	Eligible changes made will receive a credit on Jet Blue. No residual value.	Ticket is valid for exchange until December 31, 2021. Travel must be completed by June 30, 2022. Tickets will expire 12 months from their date of issue. One time change fee waived and any fare difference must be collected, if applicable
NO Residual value credits (MCO)		No extensions
NAME CHANGES: Does not allow name changes		
Lufthansa **** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ****		
Unused tickets and credits	Travel Dates	New dates allowed
	On or before 31 July 2021, with a travel date	New travel must be ticketed by 15 January 2022

	between 01 February 2020 and 31 August 2021 can be exchanged once for new travel, including changes to your travel class, departure or destination airport.	New travel must begin by 31 December 2022 . The ticket will be recalculated, and additional payment may be required if the new fare is higher.
NAME CHANGES: Does not allow name changes		
Singapore Airlines **** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ****		
Unused tickets and credits	Travel Dates	New dates allowed
Free rebooking for ALL bookings made March 5, 2020 through June 30, 2021. Should there be a fare difference, it will be collected at time of booking.	Any new bookings must be made prior to original travel date or within 1 year of the date on which your ticket was issued.	
NAME CHANGES: Does not allow name changes		
Turkish Airlines **** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ****		
Unused tickets and credits	Travel Dates	New dates allowed
NAME CHANGES: Does not allow name changes		
Westjet Airlines **** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ****		
Unused tickets and credits	Travel Dates	New dates allowed
No fees to change or cancel before April 30, 2021. The full value will be credited to a travel back valid for 24 months from date of issue.		
Singapore Airlines **** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ****		
Unused tickets and credits	Travel Dates	New dates allowed
NAME CHANGES: Does not allow name changes		

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