

AIR CHANGE & CANCELLATION COVID-19 UPDATE

Change and cancellation fee updates as released by the airlines. Any carriers not listed have not yet made announcements with regards to their programs. We will update this document as information becomes available. For the most up-to-date information, please visit the carriers' sites. Fare difference charges may apply.

AEROFLOT



Passengers with tickets to travel on or after 21 March 2020 may rebook or request a refund during the entire validity period of the ticket.

<https://www.aeroflot.ru/us-en/news>

AIR CANADA



Change and cancellation fees for flights booked for travel on or after March 1, 2020 have been waived for both new and existing tickets. The rebooked travel, or credit for nonrefundable fares needs to be used within 24 months of the modification or cancellation date.

<https://www.aircanada.com/us/en/aco/home/book/travel-news-and-updates/2020/covid-19.html>



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AIR FRANCE / KLM



Tickets purchased before April 21, 2020 for flights departing before July 3, 2020 can be rescheduled without change fees. Travel after November 30, 2020 may incur fare difference charges.

New tickets purchased after April 22, 2020 will not incur change fees as long as the originally booked cabin is still available.

Flights scheduled to depart before July 3, 2020 and purchased before April 21, 2020 can be refunded for a travel voucher valid for one year on all Air France, KLM, Delta Air Lines, Virgin Atlantic and Kenya Airways flights.

https://www.airfrance.us/US/en/common/page_flottante/hp/news-air-traffic-air-france.htm

AIR NEW ZEALAND



Tickets booked for flights departing before June 30, 2020 can be changed or canceled for credit without incurring fees.

<https://www.airnewzealand.com/covid19>

ALASKA AIRLINES



Change and cancellation fees waived for tickets purchased from February 27, 2020 until May 31, 2020 for travel dates between February 27, 2020 and April 30, 2021. Saver fares are not eligible for changes but may be canceled for credit. New travel dates must be within one year of original departure date.

Tickets purchased on or before February 26, 2020 can be changed or canceled without fees for travel dates between March 9, 2020 and December 31, 2020. Saver fares are not eligible for changes but may be canceled for credit. New travel dates must be within one year of original departure date.

<https://www.alaskaair.com/content/advisories/coronavirus>



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AMERICAN AIRLINES



Tickets purchased on or before April 7, 2020 for travel through Sept. 30, 2020 will not incur change fees prior to travel. Travel must be completed by Dec 31, 2021. Customers are allowed to change their origin and destination cities.

Tickets purchased from March 1 through May 31, 2020 will not incur change fees prior to travel.

<http://news.aa.com/coronavirus/>

BRITISH AIRWAYS



Change fees have been waived for bookings made from March 3 until May 31 2020, with a departure date up to December 31 2020. Tickets requiring a change of destination as well as travel dates will be treated as cancellations.

Cancellations for travel scheduled on or before May 31, 2020 can claim a voucher to the value of the booking. Vouchers must be redeemed for travel on flights taken within 12 months from the departure date of the first flight in the original booking.

<https://www.britishairways.com/en-gb/information/incident/coronavirus/latest-information>



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DELTA AIRLINES



Existing eCredits and eCredits from canceled travel in March, April, or May have been extended to May 2022.

New tickets purchased between March 1 and May 31, 2020 can be changed without a change fee for a year from the date of purchase.

<https://www.delta.com/us/en/travel-update-center/overview>

EMIRATES



Flight bookings for travel on or before June 30, 2020 can be rebooked to any Emirates destination within the same region without a rebooking fee or paying any fare difference.

<https://www.emirates.com/us/english/help/travel-updates/>

JETBLUE



Change & cancellation fees waived for travel through June 30, 2020 and for all new bookings made between March 27, 2020 and April 30, 2020 for travel through January 4, 2021.

The fee suspension also applies for bookings made between February 27 and March 5, 2020 for travel through June 1, 2020, and for bookings made between March 6 and March 26, 2020 for travel through September 8, 2020.

<https://www.jetblue.com/travel-alerts>



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LATAM AIRLINES



Travel scheduled on or before May 31, 2020 can be rescheduled without fees to the same destination and in the same cabin. The new round trip must be completed no later than December 31, 2020. The destination can be changed without fees for the difference in price, if applicable.

https://www.latam.com/en_us/experience/coronavirus/

QANTAS



Scheduled flights before July 31, 2020 can be canceled for flight credit. Flight credits must be used by December 31, 2021. Changes must be completed by April 30, 2020.

Existing flight credit issued on or after January 31, 2020 will be automatically extended. Contact local Qantas office for flight credit issued before January 31, 2020 before the expiration date to extend the validity to December 31, 2021.

Classic Flight Reward bookings scheduled before July 31, 2020 can be canceled without fees. The total Qantas Points used and any taxes, fees and carrier charges paid will be refunded.

<https://www.qantas.com/us/en/travel-info/travel-updates/coronavirus.html>

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QATAR AIRWAYS



Tickets for travel until September 30, 2020 may be rebooked for travel until September 30, 2020 or exchanged for a voucher valid for one year from issue date. If you receive a voucher, Qatar will add 10% to the value of your ticket. Cash refunds are also permitted, but can take up to 30 days to process.

<https://www.qatarairways.com/en/travel-with-confidence.html>

SINGAPORE AIRLINES



For travel scheduled on or before June 30, 2020, tickets issued on or before March 15, 2020 can be exchanged for flight credits or refund without change or cancellation fees. New travel must be booked by June 30, 2021. Tickets issued between March 16 and June 30, 2020 can make a one-time change to travel dates without fees.

For travel scheduled after June 30, 2020, tickets issued between March 5 and June 30, 2020 can make a one-time change to travel dates without fees. Tickets issued on or before March 4, 2020 are still subject to ticket's fare conditions.

https://www.singaporeair.com/en_UK/sg/travel-info/precautionary-measures/



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SOUTHWEST



Travel scheduled on or before April 30, 2020 can be changed to a date 60 days from the original date of travel without paying any fare difference if the origin and destination are the same.

Southwest's existing policy allows flights to be canceled at least 10 minutes before scheduled departure for credit normally valid for one year from the date of purchase.

Existing travel funds with expiration dates between March 1, 2020 and September 7, 2020 have been extended to September 7, 2022. Travel funds created because of cancellations for flights scheduled between March 1 and September 7, 2020 will expire September 7, 2022.

<https://www.southwest.com/Coronavirus/>

UNITED AIRLINES



Tickets issued on or before March 31, 2020 can be changed to a flight of equal or lesser value for travel up to 24 months from the original ticket issue date without fees. Cancellations can be redeemed for travel credit without fee for travel up to 24 months from the original ticket issue date.

Tickets issued between April 1 and April 30, 2020 can be changed to a flight of equal or lesser value for travel up to 12 months from the original ticket issue date without fees. Higher fare difference still applies. Cancellations can be redeemed for travel credit without fee for travel up to 12 months from the original ticket issue date.

<https://www.united.com/ual/en/us/fly/travel/notices.html>



VIRGIN ATLANTIC



Tickets originally issued on or before March 19, 2020 for travel scheduled on or before June 30, 2020 can be rebooked for travel finishing on or before November 30, 2020 without paying fare difference or change fees. When rebooked travel occurs on or after December 1, 2020, change fees will be waived but fare difference will be charged. Travel must be completed prior to May 31, 2022.

Tickets originally issued between March 20, 2020 and June 30, 2020 for travel on or before December 31, 2020 can be rebooked from March 12, 2020 to May 31, 2022 with the fee for one change waived. There is also an option to leave the travel dates open. Fare difference charges will be applied for travel on or after December 1, 2020. Travel must be completed by May 31, 2022.

<https://flywith.virginatlantic.com/gb/en/news/coronavirus.html>

VIRGIN AUSTRALIA



For bookings made before April 10, 2020 and for travel before September 30, 2020, change and cancellation fees are waived. Rebooked travel must be before March 14, 2021.

For bookings made before March 18, 2020 for flights to or from the US for travel before May 27, 2021, change and cancellation fees are waived. Rebooked travel must be before March 27, 2021.

For bookings made between April 11, 2020 and June 30, 2020, change fees are waived for domestic Australia travel before September 30, 2020 and international travel before March 1, 2021. Any fare difference still applies.

<https://travel.virginaustralia.com/au/coronavirus-update>

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WESTJET



All new flight bookings made between March 3, 2020 and May 31, 2020 will be allowed a one-time change fee waiver. The one-time fee waiver is available for any itinerary change or cancellation made more than 24 hours from departure.

For flights booked before March 3, 2020 for travel any time, a one-time fee waiver is allowed for changes or cancellations requested at least 2 hours prior to departure.

Value of canceled flights will be returned as credit to Travel Bank account, valid for 24 months from the date of issue. Fare difference applies. If the new fare is less, the difference will be returned as a Travel Bank credit.

<https://www.westjet.com/en-us/travel-info/coronavirus>



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