

APG AIRLINES -COVID-19 POLICY

Last update: 1st of August 2020

This policy overrides all other refund policies for all tickets issued on GP stock and is applicable for ARC only.

For GP tickets issued before 1st of April 2020, and having a flight scheduled between 1st of March 2020 and 31st of August 2020 involved in the itinerary:

- **Cancelled flights:** if one of the flights scheduled on a 275 ticket is cancelled by the operating airline or with a schedule change higher than 5 hours:
 - o You may change the date for free (ADC to be collected) for a travel date before 31AUG2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must add a retention line in your PNR to maintain it as active, the reissue must be done before 31DEC2020 (date of travel can be later)
 - o Full refund requests have to be sent to contact@apg-airlines.com, you must send the proof of the cancelled flight, you'll be provided with a waiver code to process your full refund in GDS.

- **Operated flights:** flight operates but your passenger wants to cancel or is denied to enter a country due to his nationality or situation
 - o You may change the date for free (ADC to be collected) for a travel date before 31AUG2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must add a retention line in your PNR to maintain it as active, the reissue must be done before 31DEC2020 (date of travel can be later)
 - o You may refund the ticket as per the operating carrier fare rules in GDS.

For GP tickets issued from 1st of April 2020, or issued before 1APR2020 and having a departure from 1st of September 2020:

- **Cancelled flights:** if one of the flights scheduled on a 275 ticket is cancelled by the operating airline or with a schedule change higher than 5 hours:
 - o You may change the date for free (ADC to be collected) for a travel date before 31MAR2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must add a retention line in your PNR to maintain it as active, the reissue must be done before 30SEP2020 (date of travel can be later)
 - o Full refund requests have to be sent to contact@apg-airlines.com, you must send the proof of the cancelled flight, you'll be provided with a waiver code to process your full refund in GDS.

- **Operated flights:**
 - o **Fare rules apply for any changes or refund.**
 - o You may refund the ticket as per the operating carrier fare rules in GDS.

This procedure might be changed without notice, depending of the evolution of the COVID19 pandemic.

Procedure for retention line:

The following entry must be added in the PNR, it will allow you to keep it active until 31DEC2020, deadline for reissue.

Sabre:

Entry : 00TH(carrier code)GK1(city code)31DEC- RETENTION LINE DUE COVID19

(Carrier code) : operating carrier code

1 = number of passengers (without infant)

(City code) : issuing office city code

Amadeus :

Entry: RU1AHK1PAR31DEC*COVID19/P1

1= number of pax without infant (seats)

PAR = issuing office city code

1A answer: MIS 1A HK1 PAR*COVID19/P1

Galileo :

Entry : RT.T/31DEC*RETENTION LINE DUE COVID19

1G answer: 1. T ** TEXT ** 31DEC-** RETENTION LINE DUE COVID19**

Worldspan :

Entry : TNZZMKnMIS31DEC/AN-RETENTION LINE DUE COVID19

n = number of pax without infant

1P answer: 1 TVL ZZ MK1 MIS 31DEC/AN-RETENTION LINE DUE COVID19

Apollo :

Entry : >0TURzzBKnAMS31DEC-RETENTION LINE DUE COVID19

Zz = operating carrier

N = number of pax without infant

AMS = issuing office city code

1V answer : 1 TUR GP BK1 PAR 31DEC - RETENTION LINE DUE COVID19
