

## APG AIRLINES -COVID-19 POLICY

Last update: 25<sup>th</sup> of August 2020

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

### **For GP tickets issued until 31<sup>st</sup> of March 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 3 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 You may request a full refund through BSP Link, do not forget to attach the PNR history with the cancelled flight. All RAF requesting a full refund without the copy of the PNR will be rejected, they'll have to be resubmitted with the copy of the PNR. Refunds will be processed in the coming weeks.
  
- **Operated flights:** flight operates but your passenger wants to cancel or is denied to enter a country due to his nationality or situation
  - o 1 free change before departure is accepted (no penalty but 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). From 2<sup>nd</sup> change or in case of no show, fare rules apply.
  - o Or refund the ticket as per the operating airline fare rules in your GDS, our usual Refund Policy applies.

### **For GP tickets issued from 1<sup>st</sup> of April 2020 to 30<sup>th</sup> 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 3 hours:
  - o You may change the date for free (ADC to be collected) for a travel date within the validity of the ticket. 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,
  - o You may request a full refund through BSP Link, do not forget to attach the PNR history with the cancelled flight. All RAF requesting a full refund without the copy of the PNR will be rejected, they'll have to be resubmitted with the copy of the PNR. Refunds will be processed in the coming weeks.
  
- **Operated flights:**
  - o 1 free change before departure is accepted (no penalty, ADC to be collected), from 2<sup>nd</sup> change or in case of no show fare rules apply
  - o Fare rules apply for refund
  - o Refund may be processed through GDS as per our usual Refund policy

**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.

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### 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

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### 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

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### Galileo :

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

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

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### 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

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### 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

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### Other GDS :

Your PNR will be purged but keep the ticket number and use it as FOP in a new PNR when your passenger will know his date of travel (deadline for reissue 31DEC2020).