

Contents

1.0 What does this Policy cover?	2
2.0 What happens when a Planned Schedule Change occurs?	2
3.0 Important things to note before determining your option	2
4.0 What options are available if the new flight is no longer suitable for the impacted guest? ..	3
4.1 If the ticket contains 100% VA operated flights , the following options are available:	3
4.2 If the ticket contains one of the below airline partner operated flight/s, the following options are available:.....	4
4.3 Request a travel credit	5
4.4 Request a refund	5
5.0 What do the different statuses in a PNR mean?.....	5



1.0 What does this Policy cover?

This Policy is applicable to all tickets for flights affected by a schedule change or flight cancellation that has occurred more than 72 hours before the scheduled departure of a VA operated flight or more than 48 hours before the scheduled departure of a Partner airline operated flight. These changes or cancellations are called “Planned Schedule Changes” in this Policy.

2.0 What happens when a Planned Schedule Change occurs?

In the case of a Planned Schedule Change, impacted guests will be automatically rebooked on the next available flight to their destination according to their priority. Most VA operated PNRs will be automatically revalidated but PNRs requiring manual handling will fall on queues as a reissue may be required. It is important to check that the itinerary and e-ticket match.

Bookings with a US sector which are cancelled or significantly disrupted (delayed 6+ hours) must be offered a refund as their first option but will also be rebooked on the next available flight to their destination as per the above.

If the recovery flight offered to the guest after a schedule change does not suit the customer, the following options are available as listed under section 4.0.

3.0 Important things to note before determining your option

- Impacted guests cannot be reaccommodated on another airline - any rebooking must be on to a **flight by the same marketing and operating carrier**.
- The ticket must be on 795 ticket stock
- The ticket must be reissued when rebooking on another flight in the GDS.
- The waiver code must be present in the endorsement box for all reissues to avoid an ADM or must be applied in the airline authority field or waiver field for any refunds to avoid ADM
 - **SKCHGVACHG** = to be used when the Planned Schedule Change occurred on the VA operated flight
 - **SKCHGOACHG** = to be used when the Planned Schedule Change occurred on the Partner Airline operated flight.
- Reservation must be updated to ensure that itinerary matches the active e-ticket, or that all unwanted itinerary segments are cancelled. Failure to do this may result in the entire itinerary being cancelled.
- Minimum connection time must always be met when rebooking.



4.0 What options are available if the new flight is no longer suitable for the impacted guest?

The options available will depend on who operates the flights on the ticket.

4.1 If the ticket contains 100% VA operated flights, the following options are available:

Region	Rebooking Window	Options
Domestic tickets	24 hours of original scheduled departure	<ol style="list-style-type: none">1. Rebook onto another VA operated flight, same route with reissue fee and fare difference waived in the same or lowest available RBD in the same cabin.2. Request a travel credit (as per section 4.3)3. Request a refund (as per section 4.4) <p><i>*Rerouting is permitted to BNE, OOL, or MCY if the original flight was to or from any of these airports.</i></p>
International tickets	Next available scheduled flight	<ol style="list-style-type: none">1. Rebook onto another VA operated flight, same route with reissue fee and fare difference waived in the same or lowest available RBD in the same cabin.2. Request a travel credit (as per section 4.3)3. Request a refund (as per section 4.4)



4.2 If the ticket contains one of the below airline partner operated flight/s, the following options are available:

Partner Airline	Rebooking Window	Options
Singapore Airlines (SQ)	Within 24 hours of original scheduled departure	<ol style="list-style-type: none"> 1. Rebook same route and same RBD with reissue fee waived and fare difference waived. 2. Rebook same route and lowest available RBD [same cabin] with only reissue fee waived but fare and tax difference to be collected 3. Request a travel credit (as per section 4.3) 4. Request a refund (as per section 4.4)
Qatar Airways (QR)	Within 21 days of original scheduled departure	<ol style="list-style-type: none"> 1. Rebook same route with reissue fee and fare difference waived (same RBD or lowest available RBD in the same cabin on QR operated flights and same RBD on VA operated flights) 2. Rebook with reissue fee waived to another origin/destination within Europe, Africa, Middle East or Asia is permitted provided the new destination is <500 miles [TPM] from the original scheduled origin/airline's destination. Any tax and fare difference to be collected. 3. Request a travel credit (as per section 4.3) 4. Request a refund (as per section 4.4)
United Airlines (UA) & Air Canada (AC)	Within 7 days of original scheduled departure	<ol style="list-style-type: none"> 1. Rebook same route and same RBD with reissue fee waived and fare difference waived. 2. Rebook same route and lowest available RBD [same cabin] with only reissue fee waived but fare and tax difference to be collected 3. Request a travel credit (as per section 4.3) 4. Request a refund (as per section 4.4)
Air New Zealand (NZ)	Within 72 hours of original scheduled departure	<ol style="list-style-type: none"> 1. Rebook same route and same RBD with reissue fee waived and fare difference waived. 2. Rebook same route and lowest available RBD [same cabin] with only reissue fee waived but fare and tax difference to be collected 3. Request a travel credit (as per section 4.3) 4. Request a refund (as per section 4.4)



4.3 Request a travel credit

If the new itinerary is no longer suitable, the guest can request to cancel their unused flights and obtain a travel credit. Travel credits are valid for 12 months from original ticket issue date with the reissue fee waived. Please note credits can only be used within sequential order.

If there are any ancillaries associated to the flight that the guest wishes to cancel, the value of these ancillaries may also be credited in the same way as the unused flights.

4.4 Request a refund

If the new itinerary is no longer suitable, the guest can request to cancel their unused flights and request a refund back to their original form of payment with any applicable cancellation conditions waived. This only applies for unused flights still in sequential order. Unused taxes excluding YR/OB are also permitted for refund.

If there are any ancillaries associated to the flight, the guest may obtain a refund for any unused associated ancillary to their original form of payment

Any refund request for a ticket that contains a flight to/from or within the United States of America must be processed within 7 business days of request for [debit/credit card payments] and within 20 business days for request [for other payment methods].

5.0 What do the different statuses in a PNR mean?

After a Planned Schedule Change, the segment statuses that are relevant to host PNRs are as follows:

Status	Description
WK - Was Confirmed	This status indicates that the flight was confirmed but is no longer confirmed due to a schedule change. Inventory is no longer held. Segment can be cancelled.
UN - Unconfirmed	Unable to confirm. This does not generate message to booking source if segment is manually changed to UN. Segment can be cancelled and alternative booked.
SC - Schedule Change	This status indicates the new flight which has been offered. Inventory is being held for the new flight however the segment has not yet been confirmed. If accepted can be confirmed.
TK - Schedule Change	Time change or OA Schedule Change. Inventory is being held for the new flight. If accepted can be confirmed.
HK - Hold Confirmed	This status indicates confirmed inventory.

There will be instances where an itinerary may only hold a WK segment. This means when the flight change has occurred the customer has not been reaccommodated onto a new flight. This could be either due to the system being unable to identify suitable alternative, or because there is no alternative.

