

Friday, June 1<sup>st</sup>, 2018  
Notice # 18-0038**UPDATE- PENALTY WAIVERS DUE TO PROTESTS IN NICARAGUA**

Dear travel agents:

We would like to inform you that in order to provide flexibility to passengers travelling from/to **Managua (MGA)** who need to change their itinerary due to the protests in the country, the following provision has been established:

**Provision**

Passengers requesting to reschedule their trip should be assisted with the changes, according to the additional **updated** information in the following table :

**WAIVER CODE: W4180420PSNI****SCENARIO: CHANGE TRAVEL DATE FLIGHT - SAME ORIGIN/DESTINATION (TO/FROM NICARAGUA)**

- Tickets issued on/before: **May 11, 2018**
- Original flight dates: **April 20, 2018 – June 30, 2018**
- Extended travel rebooking: **by June 30, 2018**
- New travel date must start: **before June 30, 2018 (Inclusive)** or based on tickets expiration.
- Applies to wholly **unused tickets and partially used tickets**.

**IMPORTANT:**

- Passengers may be offered the option of making a **date change without penalty**. By rearranging passengers in the same class, you can OB the class, but not the capacity of the flight.
- If the date is changed due to this inconvenience, returns dates may be modified for a maximum of the number of days modified at the travel start day. Example:

	TRAVEL START DAY	RETURN
Original flight	10JUN18	15JUN18
Change	13JUN18	18JUN18

**Three (3) days of difference****SCENARIO: CHANGE DEPARTURE/DESTINATION CITY**

- Applies **only to wholly unused tickets**. Partially used tickets will not qualify for a waiver to change departure/destination city.
- Tickets issued on/before: **May 11, 2018**
- Original flight dates: **April 20, 2018 – June 30, 2018**
- Extended travel rebooking: **by June 30, 2018**

**IMPORTANT:**

- Change fee will be waived, but difference in fare may apply.
- Rescheduled travel must be completed within one year from the date when the ticket was issued.

**SCENARIO: REFUND ELIGIBILITY**

- Applies only to **wholly unused tickets** . Partially used tickets will not qualify for a refund waiver.
- Tickets issued on/before: **May 11, 2018**
- Original flight dates: **April 20, 2018 – June 30, 2018**
- Deadline to request a refund: **June 30, 2018**

**IMPORTANT:**

- Refundable and non-refundable fares will qualify for a refund only if they comply with all the conditions described in this scenario.

**Notes:**

- Additional travel expenses that may arise must be covered by the passenger.
- Any exoneration of penalties made to a reservation must be documented in accordance with the policy.