

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.