

## Travel Waiver #20-18c WV2018c

### Overview: Hawaiian Airlines COVID-19 Related Network Suspensions

- Hawaiian continues to adjust its schedules in response to the changing demand environment resulting from Covid-19 and with this new release of 20-18c, Hawaiian is updating its policy on refund thresholds for customers. Customers whose rebooked itinerary exceeds 2 hours of the originally-scheduled departure time or arrival time will now receive refunds – the previous threshold was 6 hours. This new policy is effective on June 29<sup>th</sup>, 2020 for schedule changes dating back to February 26<sup>th</sup>, 2020;
- **Changes:** change fees and fare difference will be waived for customers on impacted flights as outlined below in the Rebooking and Reticketing Criteria chart – there is no limit to the number of changes;
- **Unused value:** for customers who choose to cancel the trip, unused value of the ticket may be applied toward the purchase of a new ticket within ticket validity:
  - For tickets issued **before** March 1<sup>st</sup>, 2020: ticket validity extends through May 31<sup>st</sup>, 2022;
  - For tickets issued **on/after** March 1<sup>st</sup>, 2020: ticket validity extends 2 years from date of original ticket issuance;
- **Refund Eligibility:**
  - **Not Eligible – offer travel credit:** when the alternative-booked itinerary is within 2 hours before or after the originally-scheduled departure and arrival time and when the origin-destination city pair is the same:
    - Example: a customer flying LAX-LIH non-stop, who is rerouted LAX-HNL-LIH and whose departure and arrival time are within 2-hours of the originally-scheduled time would be offered travel credit but not a refund;
    - LAX/LGB are considered the same city, customers rebooked from LGB to LAX and who fit the criteria above would be offered travel credit but not a refund;
    - SFO/OAK/SJC are considered the same city, customers rebooked from OAK/SJC to SFO who fit the criteria above would be offered travel credit but not a refund;
  - **Eligible – Refund can be offered if travel credit options are not accepted by the customer:** when alternative-booked itinerary is **more than** 2 hours before or after the originally-scheduled departure or arrival time or when the city origin-destination pair has changed or when no alternative flights are available:
    - Note: any refund fee penalty is waived in cases where refunds are offered
- **Contact path:** customers who have ticketed their travel through Hawaiian Airlines should contact Hawaiian Airlines Reservations, while customers who have ticketed their travel through travel agencies should contact their travel agency directly;



**Rebooking and Reticketing Criteria – Effective from June 29th, 2020**

Impacted Schedule Changes/Suspensions	Affected Travel Dates	New Travel Must be Ticketed On/Before	New Travel Must Commence No Later Than
Travel on any HA flights impacted by schedule changes/suspensions initiated from February 26th, 2020 until August 11 <sup>th</sup> 2020	Flights and dates that are part of COVID-19 related suspensions	December 16 <sup>th</sup> , 2020	December 16 <sup>th</sup> , 2020

**Required Waiver Code Entry**

Endorsements Box	PNR SSR Field
WV2018c SKDCHG	SSR OTHS/SW20 WV2018 SKDCHG

Note: this waiver applies to voluntary change requests and any further schedule changes that might impact the guest.

**Policy Information**

- 1) For changes made to new flights that commence on or before December 16<sup>th</sup>, 2020 any resulting fare difference and change fee will be waived provided that the change is made to the same compartment (FC to FC, BC to BC, or Main Cabin to Main Cabin) and there is no change in origin or destination;
- 2) For changes involving new flights commencing after December 16<sup>th</sup>, 2020 the change fee will be waived but any applicable fare difference will be collected within ticket validity;
- 3) Voluntary changes made to origin, destination, and/or via/stopover point (reroutes) will be permitted without change fee and remain subject to applicable fare difference;
- 4) For customers who choose to cancel the trip, the unused value of the ticket may be applied as a travel credit toward the purchase of a new ticket within ticket validity;
- 5) Handling fee for changes made (through HA Call Center) to TTY (Travel Agent/GDS) tickets will be waived;
- 6) Hawaiian Miles award redeposit fees will be waived subject to the terms of this policy;
- 7) Travel agents may refund a totally unused non-refundable ticket through normal ARC/BSP processing;
- 8) The rebooking process must be manually handled, as automated voluntary change and refund rules are



coded to the terms and conditions of this waiver:

- 9) Tickets for passengers who already checked in for their flight must be reissued by HA Call Center only and not by a travel agency;
- 10) All tickets are issued by HA or travel agency must include the following in the Endorsements Box of the reissued/exchanged ticket: “**WV2018c SKDCHG**” and “SSR OTHS/SW20 WV2018c SKDCHG” must be added to the PNR;
- 11) Unused tickets using Bulk/Net/Private fares should be referred back to the issuing agency for handling based on terms of this waiver policy;
- 12) This waiver may be applied to changes made through HA Call Center or by issuing travel agent subject to the terms of this policy
- 13) Tickets issued for travel on HA but plated on another carrier (not validated on 173 ticket stock) should be referred to the issuing agency or place of original ticket purchase and will be subject to the waiver policy, if any, of the validating (plated) carrier

\*\*\*END\*\*\*