

## Travel Waiver #20-18g

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

- Hawaiian continues to adjust its schedules in response to the changing demand environment;
- **Waiver of fare difference:** a waiver in fare difference will be provided to customers for travel up to 2 days before or 2 days after their originally-scheduled outbound and return dates. The fare difference can also be waived for customers who choose to reroute on their originally-scheduled outbound and return dates if the journey origin and destination remain the same. To receive the waiver of fare difference in the above scenarios, the change should be made within the same booking compartment (FC to FC, BC to BC, or Main Cabin to Main Cabin) and the same journey origin and destination;
- **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 for Fare Difference Waiver**

Impacted Schedule Changes/Suspensions	Affected Travel Dates	To Receive Fare Difference Waiver, New Travel Must be Ticketed On/Before	New Travel Commencement
Travel on any HA flights impacted by schedule changes/suspensions initiated from December 31 <sup>st</sup> , 2020 JST and until further notice	Flights and dates that are part of COVID-19 related suspensions	January 13 <sup>th</sup> , 2020	A waiver in fare difference will be provided to customers for travel up to 2 days before or 2 days after their originally-scheduled outbound and return dates. The fare difference can also be waived for customers who choose to reroute on their originally-scheduled outbound and return dates if the journey origin and destination remain the same. To receive the waiver of fare difference in the above scenarios, the change should be made within the same booking compartment (FC to FC, BC to BC, or Main Cabin to Main Cabin) and the same journey origin and destination.

**Required Waiver Code Entry**

Endorsements Box	PNR SSR Field
WV2018g SKDCHG	SSR OTHS/SW20 WV2018g SKDCHG

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

**Policy Information**

- 1) 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;
- 2) 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;
- 3) Handling fee for changes made (through HA Call Center) to TTY (Travel Agent/GDS) tickets will be waived;
- 4) Hawaiian Miles award redeposit fees will be waived subject to the terms of this policy;
- 5) Travel agents may refund a totally unused non-refundable ticket through normal ARC/BSP processing;
- 6) The rebooking process must be manually handled, as automated voluntary change and refund rules are coded to the terms and conditions of this waiver;



- 7) Tickets for passengers who already checked in for their flight must be reissued by HA Call Center only and not by a travel agency;
- 8) All tickets are issued by HA or travel agency must include the following in the Endorsements Box of the reissued/exchanged ticket: “**WV2018g SKDCHG**” and “SSR OTHS/SW20 WV2018g SKDCHG” must be added to the PNR;
- 9) Unused tickets using Bulk/Net/Private fares should be referred back to the issuing agency for handling based on terms of this waiver policy;
- 10) This waiver may be applied to changes made through HA Call Center or by issuing travel agent subject to the terms of this policy;
- 11) 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\*\*\*