

March 28th, 2020 JST

Travel Waiver #20-18 WV2018

Overview: Hawaiian Airlines COVID-19 Related Network Suspensions

- Hawaiian is reducing its flight schedules as a result of declining travel demand due to COVID-19;
- 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 for a period of up to one year from the original ticket issuance date;
- Refunds:** will be provided and any refund fees waived for affected itineraries in the Affected Travel Dates period;
- 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

Impacted Travel	Affected Travel Dates	New Travel Must be Ticketed On/Before	New Travel Must Commence No Later Than
Travel on any HA flights impacted by suspensions initiated from February 26 th , 2020 and until further notice	Flights and dates that are part of COVID-19 related suspensions	December 31 st , 2020	December 31 st , 2020

Required Waiver Code Entry

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

Note: this waiver applies to voluntary change requests and must not be used if the customer's itinerary already includes an involuntary reroute (IROP) indicator for the affected flight segments.

Policy Information

- For changes made to new flights that commence on or before December 31st, 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) Refunds will be provided and refund penalties waived for itineraries involving flights impacted by Hawaiian Airlines schedule changes and suspensions;
- 3) For changes involving new flights commencing after December 31st, 2020 the change fee will be waived but any applicable fare difference will be collected within original ticket validity;
- 4) 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;
- 5) 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 for a period of one year from the original ticket issuance date;
- 6) Handling fee for changes made (through HA Call Center) to TTY (Travel Agent/GDS) tickets will be waived;
- 7) Hawaiian Miles award redeposit fees will be waived subject to the terms of this policy;
- 8) Travel agents may refund a totally unused non-refundable ticket through normal ARC/BSP processing;
- 9) The rebooking process must be manually handled, as automated voluntary change and refund rules are coded to the terms and conditions of this waiver;
- 10) Tickets for passenger who already checked in for their flight must be reissued by HA Call Center only and not by a travel agency;
- 11) All tickets are issued by HA or travel agency must include the following in the Endorsements Box of the reissued/exchanged ticket: **“WV2018 SKDCHG”** and **“SSR OTHS/SW20 WV2018 SKDCHG”** must be added to the PNR;
- 12) Unused tickets using Bulk/Net/Private fares should be referred back to the issuing agency for handling based on terms of this waiver policy;
- 13) This waiver may be applied to changes made through HA Call Center or by issuing travel agent subject to the terms of this policy
- 14) 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