

March 28<sup>th</sup>, 2020 JST

## Travel Waiver #20-19

### Overview: COVID-19 – Hawaiian Airlines Expands Travel Flexibility

- To provide peace of mind and confidence in travel, Hawaiian is offering flexibility for existing and new tickets purchased;
- **Date/Itinerary/Reroute Changes:** guests who have purchased tickets between March and May 2020 are eligible for changes without fees; while customers who have purchased tickets before March 1st, 2020 and are traveling between March and May 2020 are eligible for changes without fees for new travel booked for departure through December 2020 or ticket expiration date, whichever is later – in both cases a fare difference may apply and there is no limit to the number of fee-waived changes a customer may make to a reservation;
- **Unused value:** for customers who choose to cancel the trip, unused value of the ticket may be applied as a travel credit toward the purchase of a new ticket for a period of up to one year from the original ticket issuance date, without penalty;
- **Contact path:** customers who have purchased from Hawaiian Airlines should contact Hawaiian Airlines Reservations, customers who purchased through travel agencies should contact their travel agency directly;
- Valid tickets: waiver policy is valid only for HA (173) ticket stock tickets.

#### No Change Fee for Tickets Issued Between March and May 2020

Original Purchase Date	New Travel Must Commence (and travel credit used) No Later Than
Any ticket purchased between March 1 <sup>st</sup> , 2020 and May 31 <sup>st</sup> , 2020	Within 1 (one) year of original ticket issuance

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**No Change Fee for Departures Between March and May 2020 on Tickets Issued Before March 1<sup>st</sup>, 2020**

Impacted Travel	Eligible Ticketing Dates for Change Fee Waiver	Affected Travel Dates	New Travel Must be Ticketed on/before	New Travel Must Commence No Later Than
<u>Any travel to/from/via:</u>  All Cities / Any Region	Before March 1 <sup>st</sup> , 2020	March 1 <sup>st</sup> , 2020 through May 31 <sup>st</sup> , 2020	December 31 <sup>st</sup> , 2020 or ticket expiration, whichever is later - If a ticket expires prior to December 31 <sup>st</sup> , 2020 a one-time exchange, without charge, will be permitted to extend ticket validity another 1 year	December 31 <sup>st</sup> , 2020 or ticket expiration, whichever is later - If a ticket expires prior to December 31 <sup>st</sup> , 2020 a one-time exchange, without charge, will be permitted to extend ticket validity another 1 year

**Required Waiver Code Entry**

Endorsements Box	PNR SSR Field
WV2019 CHNG	SSR OTHS/SW20 WV2019 CHNG

**Policy Information**

- 1) Handling fee for changes made (through HA Call Center) to TTY (Travel Agent/GDS) tickets will be waived;
- 2) Hawaiian Miles award redeposit fees will be waived subject to the terms of this policy
- 3) Tickets for a guest who has already checked in for their flight must be reissued by HA Call Center only and not by a travel agency
- 4) All tickets that are issued by HA or travel agency must include the following in the Endorsements Box of the reissued/exchanged ticket: **“WV2019 CHNG”** and **“SSR OTHS/SW20 WV2019 CHNG”** must be added to the PNR;
- 5) Unused tickets using Bulk/Net/Private fares should be referred back to the issuing agency for handling based on terms of this waiver policy;
- 6) 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

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