



September 4th, 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 1st, 2020 and December 31st, 2020 are eligible for changes without fees and 2 year ticket validity; while customers who have purchased tickets before March 1st, 2020 and are traveling between March 1st, 2020 and February 28th, 2021 are eligible for changes without fees for new travel booked for departure through May 31st, 2022 – 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 within the validity ranges outlined in the charts below;
- **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 1st, 2020 and December 31st, 2020

Original Purchase Date	New Travel Must Commence (and travel credit used) No Later Than
Any ticket purchased between March 1 st , 2020 and December 31 st , 2020	Within 2 (two) years of original ticket issuance

Continued on Next Page



No Change Fee for Departures Between March 1st, 2020 and February 28th, 2021 on Tickets Issued Before March 1st, 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 st , 2020	March 1 st , 2020 through February 28 th , 2021	May 31 st , 2022	May 31 st , 2022

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;

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