



January 1st, 2021 JST

Travel Waiver #20-27

Overview: Hawaiian Airlines Extends Travel Flexibility Through March 2021

- **Date/Itinerary/Reroute Changes:** guests who have purchased tickets between January 1st, 2021 and March 31st, 2021 are eligible for changes without fees, though a fare difference may apply;
- **Applicability:** this change fee waiver applies to all fare products, including Main Cabin Basic and HawaiianMiles;
- **Ticket Validity:** for all tickets issued on/after January 1st, 2021 ticket validity will revert to 12 months from the original purchase date;
- **Unused value:** for customers who choose to cancel their trip, the unused value of the ticket may be applied as a travel credit toward the purchase of a new ticket within 12 months of the original purchase date;
- **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) stock tickets.

No Change Fee for Tickets Issued Between January 1st, 2021 and March 31st, 2021

Original Purchase Date	New Travel Must Commence (and travel credit used) No Later Than
Any ticket purchased between January 1 st , 2021 and March 31 st , 2021	Within 1 (one) year of original ticket issuance

Required Waiver Code Entry

Endorsements Box	PNR SSR Field
WV2027 CHNG	SSR OTHS/SW20 WV2027 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: **“WV2027 CHNG”** and **“SSR OTHS/SW20 WV2027 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.

END