

## Travel Waiver #21-01

### Overview: Hawaiian Airlines Schedule Change

- **Waiver of fare difference:** a waiver in fare difference will be offered to Guests for travel up to 2 days before or 2 days after their originally scheduled outbound and return dates – the journey origin and destination must be the same. A waiver in fare difference will also be offered to Guests who choose to reroute on their originally scheduled outbound and return dates – the journey origin and destination must be the same. In both cases, rebooking shall occur within the same booking compartment (FC to FC, BC to BC, or Main Cabin to Main Cabin) and new travel must be ticketed on/before January 27<sup>th</sup>, 2021 in order to receive the waiver of fare difference;
- **Unused Value:**
  - For tickets issued **before** March 1<sup>st</sup>, 2020 with departures between March 1<sup>st</sup>, 2020 and February 28<sup>th</sup>, 2021: ticket validity extends through May 31<sup>st</sup>, 2022;
  - For tickets issued **between** March 1<sup>st</sup>, 2020 and December 31<sup>st</sup>, 2020: ticket validity extends 2 years from date of original ticket issuance;
  - For tickets issued **on/after** January 1<sup>st</sup>, 2021: ticket validity extends 1 year 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, Guests 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, Guests 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:** Guests who have ticketed their travel through Hawaiian Airlines should contact Hawaiian Airlines Reservations, while Guests 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	To Receive a Waiver in Fare Difference, New Travel Must be Ticketed On/Before	New Travel Commencement
<p align="center">Travel on any HA flights impacted by the schedule change initiated on January 20<sup>th</sup>, 2021</p>	<p align="center">February 3<sup>rd</sup>, 2021</p>	<p>A waiver in fare difference will be provided to Guests 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 Guests 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.</p>

**Required Waiver Code Entry**

Endorsements Box	PNR SSR Field
WV2101 SKDCHG	SSR OTHS/SW21 WV2101 SKDCHG

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

**Other 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) Travel agents may refund a totally unused non-refundable ticket through normal ARC/BSP processing;
- 4) Tickets for passengers who already checked in for their flight must be reissued by HA Call Center only and not by a travel agency;
- 5) All tickets issued by HA or travel agencies must have “**WV2101 SKDCHG**” entered in the Endorsements Box of the reissued/exchanged ticket, while “SSR OTHS/SW21 WV2101 SKDCHG” must be entered in the PNR’s SSR field;
- 6) Unused tickets using Bulk/Net/Private fares should be referred to the issuing agency for handling based on terms of this waiver policy;
- 7) 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\*\*\*