



February 18th, 2021 JST

Travel Waiver #21-02

Overview: Kauai Rains and Flooding

Due to heavy rains and the potential of flooding disrupting ground access to Lihue airport, Hawaiian is issuing a Travel Waiver.

- **Waiver of fare difference:** customers traveling to/from Kauai (LIH) on February 17th, 2021 are eligible for a waiver of fare difference (add-collect) and any other fees related to changes or Guest servicing. The Guest should be rebooked into the same compartment (MC, BC, FC) and on the same OnD – see date eligibility below;
- **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 Travel	To Receive a Waiver in Fare Difference, New Travel Must be Ticketed On/Before	New Travel Commencement
Travel to/from LIH on HA flights on February 17 th , 2021	February 24 th , 2021	New travel must commence by March 3 rd , 2021

Required Waiver Code Entry

Endorsements Box	PNR SSR Field
WV2102 KAUAI WX	SSR OTHS/SW21 WV2102 KAUAI WX

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) Tickets for passengers who already checked in for their flight must be reissued by HA Call Center only and not by a travel agency;
- 4) All tickets issued by HA or travel agencies must have “**WV2102 KAUAI WX**” entered in the Endorsements Box of the reissued/exchanged ticket, while “SSR OTHS/SW21 WV2102 KAUAI WX” must be entered in the PNR’s SSR field;
- 5) Unused tickets using Bulk/Net/Private fares should be referred 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