



March 24<sup>th</sup>, 2021 JST

## Travel Waiver #21-03

### Overview: Hawaiian Airlines Starts New Service

- Hawaiian Airlines is initiating new PHX-OGG service for the summer of 2021. As a result, Hawaiian is offering a waiver of fare difference for customers who may want to adjust their itineraries to take advantage of the new service;
- Guests flying to/from PHX may change to the new PHX-OGG service and receive a waiver of fare difference or difference in mileage redemption;
- Rebooked travel must occur to/from the same origin city/destination city, on the same outbound/return dates and in the same booking compartment: MC, FC, BC;
- Guests must contact HA by March 30<sup>th</sup>, 2021 to receive a waiver of the fare difference or difference in mileage redemption;

#### **Required Waiver Code Entry**

Endorsements Box	PNR SSR Field
WV2103 NEW MARKET	SSR OTHS/SW21 WV2103 NEW MARKET

**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) The rebooking process must be manually handled, as automated voluntary change and refund rules are coded to the terms and conditions of this waiver;
- 4) All tickets are issued by HA or travel agency must include the following in the Endorsements Box of the reissued/exchanged ticket: **“WV2103NEW MARKET”** and **“SSR OTHS/SW21 WV2103NEW MARKET”** 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; Endorsements Box PNR SSR Field WV2103 NEW MARKET SSR OTHS/SW21 WV2103 NEW MARKET2 This bulletin document is intended for internal use and should not be distributed to parties outside of Hawaiian Airlines. Information from this bulletin can be communicated externally.
- 6) This waiver may be applied to changes made through HA Call Center or by issuing travel agent subject to the terms of this policy;
- 7) This waiver applies to tickets issued on 173 stock. 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 \*\*\*