Travel Waiver #21-05

Overview: Main Cabin Basic Flexibility

- As cases of the SARS_CoV-2 Delta variant continue to increase, Hawaiian is reinstating temporary changeability for Main Cabin Basic fares for customers seeking to change their travel;

- **Changeability Offer:**

  o Tickets issued between May 1st, 2021 and August 16th, 2021 for travel on or before October 31st, 2021: changes can be made without a fee, a difference in fare may apply;

  o Tickets issued between August 17th, 2021 and October 31st, 2021 for travel on or after August 17th, 2021: changes can be made without a fee, a difference in fare may apply;

- **Valid tickets:** waiver policy is valid only for HA (173) stock tickets.

Changes Can be Made Without a Fee (Fare Difference May Apply) on Main Cabin Basic Fares

Original Purchase Date	Travel
Between May 1st, 2021 and August 16th, 2021	On or before October 31st, 2021
Between August 17th, 2021 and October 31st, 2021	August 17th, 2021 – OPEN

Required Waiver Code Entry

Endorsements Box	PNR SSR Field
WV2105 CHNG	SSR OTHS/SW21 WV2105 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: "**WV2105 CHNG**" and "SSR OTHS/SW21 WV2105 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 ***