

Travel Waiver #21-08

Overview: Hawaiian Airlines Schedule Change

Hawaiian Airlines has run a schedule change to adjust its previously scheduled service to PPG as a result of changes by the American Samoa Government relating to the frequency of travel to PPG.

- **For tickets issued on or before September 23rd, 2021** a waiver in fare difference will be offered to Guests for travel to/from PPG on HA-operated flights on or before December 6th, 2021 provided the journey origin and destination remain 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 October 11th, 2021 in order to receive the waiver of fare difference;

- **Unused Value:**
 - For tickets issued **before** March 1st, 2020 with departures between March 1st, 2020 and February 28th, 2021: ticket validity extends through May 31st, 2022;
 - For tickets issued **between** March 1st, 2020 and December 31st, 2020: ticket validity extends 2 years from date of original ticket issuance;
 - For tickets issued **on/after** January 1st, 2021: ticket validity extends 1 year from date of original ticket issuance

- **Refund Eligibility:** Customers are eligible for refunds because no reaccommodation options can be offered for travel within 2 hours of the originally-scheduled departure time or 2 hours of the originally scheduled arrival time

- **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>Travel on any HA flights impacted by the schedule change initiated on September 23rd, 2021</p> <p align="center">&</p> <p>Tickets issued on or before September 23rd, 2021</p> <p>HA flights include HA465 HNL-PPG and HA466 PPG-HNL with schedule departures between October 11th, 2021 and December 20th, 2021.</p>	<p align="center">October 11th, 2021</p>	<p>A waiver in fare difference will be provided to Guests for travel on or before December 6th, 2021. 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
WV2108 SKDCHG	SSR OTHS/SW21 WV2108 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 “**WV2108 SKDCHG**” entered in the Endorsements Box of the reissued/exchanged ticket, while “SSR OTHS/SW21 WV2108 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 ***