



May 26th, 2025, JST

## Travel Waiver #25-01

### 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, re-booking 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 June 6th, 2025, to receive the waiver of fare difference.
- ***Cancel trip and retain travel credit:*** Guests also have the option of canceling their trip and keeping their ticket value as travel credit to use for future travel, within ticket validity of one year from the date of original ticket issuance.
- ***Refund Eligibility:***
  - **Eligible –Refund can be offered if travel credit or reroute flight options are not accepted by the customer:** when alternative-booked itinerary is **more than 3 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**

| <b>Impacted Schedule Changes</b>                                                                                                                                                                | <b>To Receive a Waiver in Fare Difference, New Travel Must be Ticketed On / Before</b> | <b>New Travel Commencement</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Travel on any HA flights impacted by the schedule change initiated on</p> <p><b>May 23rd, 2025</b></p> <p>HA flights include HA marketed and operated flights and HA* codeshare flights.</p> | <p><b>June 6th, 2025</b></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.</p> <p>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**

| <b>Endorsements Box</b> | <b>PNR SSR Field</b>      |
|-------------------------|---------------------------|
| WV2501 10 SKDCHG        | SSR OTHS/WV2501 10 SKDCHG |



### **Other Policy Information**

- 1) Handling fee for changes made (through HA Call Center) to TTY (Travel Agent/GDS) tickets will be waived.
- 2) Travel agents may refund a totally unused non-refundable ticket through normal ARC/BSP processing.
- 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 “**WV2501 10 SKDCHG**” entered in the Endorsements Box of the reissued/exchanged ticket, while “SSR OTHS/WV2501 10 SKDCHG” 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 \*\*\*