

HA Waiver Bulletin #MX10-1

Issue Date: November 12, 2018

Reason for waiver: California Wildfires

This one-time change fee waiver will be extended to customers holding tickets issued on HA (173) ticket stock on/before November 12, 2018, for travel on HA or HA* codeshare flights to/from/via Los Angeles (LAX), Long Beach (LGB), *****San Francisco (SFO), Oakland (OAK), or Sacramento (SMF)** California, between November 9 and *****November 14, 2018**.

Impacted Cities (travel from/to/via)	Affected flight date(s)	New travel must be ticketed on/before	Rebooked Travel must commence no later than
LAX (Los Angeles, CA), LGB (Long Beach, CA), SFO (San Francisco, CA), OAK (Oakland, CA), or SMF (Sacramento, CA)	November 9- **November 14, 2018	***November 21, 2018	***November 21, 2018

Note: This waiver applies to voluntary change requests and must not be used if the customer's itinerary already includes an involuntary reroute (IROP) indicator for the affected flight segments.

Policy Information

1. For changes made to new flights that commence on/before *****11/21/18**, any resulting fare difference and change fee will be waived provided that the change is made to the same compartment (FC to FC, BC to BC, or coach to coach) and there is no change in origin or destination.
2. For changes made to flights on/after *****11/22/18**, the change fee will be waived but any applicable fare difference will be collected within ticket validity.
3. Handling fee for changes made (through HA Call Center) to TTY (Travel Agent/GDS) tickets will be waived.
4. Hawaiian Miles award redeposit fees will be waived subject to the terms of this policy.
5. Voluntary changes made to origin, destination, and/or via/stopover point (reroutes) will be permitted without change fee and remain subject to applicable fare difference.
6. Normal refund rules will apply based on originally ticketed fare rules. Refunds are not permitted for non-refundable fares. Cancellation fees that apply to refundable fares will apply.

7. The rebooking process must be manually handled, as automated change rules are not equipped to apply this waiver.
8. Tickets for passengers who have already checked in for their flight must be reissued by HA Call Center only, and not by travel agency.
9. All tickets that are reissued by HA or travel agency, must include the following in the Endorsements Box of the reissued/exchanged ticket: ***** "MX10-1 CHNG", and "SSR OTHS/SW17 MX10-1 CHNG"** must be added to PNR.
10. Unused tickets using Bulk/Net/Private fares should be referred to the issuing agency for handling based on terms of this waiver policy.
11. This waiver allows a one-time change per ticket without penalty. Subsequent changes will be subject to change rules applicable to the originally ticketed fare(s).
12. This waiver may be applied to changes made through HA Call Center or by issuing Travel Agent subject to the terms of this policy.