

## Travel waiver guidance.

Full details about each travel waiver will be shared in the pages following.

Active Travel Waivers as of: **August 14, 2025**

Schedule changes will run through your respective GDS, and guests will be auto protected and re-accommodated on alternative flights, however guests will be provided with alternative options to choose from. Please refer to the policies associated to network schedule changes and suspensions [here](#).

## Ticket re-issue

- Tickets must be re-issued using electronic tickets showing revised itinerary.
  - Guests must arrive kiosk-ready for HA and for all partners.  
**Note: Do NOT use the word “INVOL” or anything similar anywhere on the ticket. An ADM will result if INVOL is shown.**
- When fare re-calculation is not required:
  - Do not re-price the ticket.
  - Revise the fare calculation only to show the new itinerary.
  - Retain original fare basis codes, fare component amounts, fare break points and taxes.
  - No fees or additional collections apply.
  - No partial refunds apply.
- When fare recalculation is required, all standard procedures apply.
- Endorsement box must show waiver code.

# Travel Waiver for HA Flight Suspensions between Honolulu – Fukuoka, Japan (FUK), Honolulu – Incheon, Korea (ICN) and Honolulu -Boston, MA (BOS)

Active starting August 12, 2025, waiver#25-01 (19)

Hawaiian Airlines is suspending service in November of 2025 for HNL-ICN, FUK-HNL and BOS-HNL markets. The last service dates for the markets are as follows:

<u>Last Day</u>	<u>Weekday</u>	<u>Dept Sta</u>	<u>Arvl Sta</u>
Tuesday, November 18, 2025	Tuesday	HNL	FUK
Wednesday, November 19, 2025	Wednesday	FUK	HNL
Wednesday, November 19, 2025	Wednesday	HNL	BOS
Thursday, November 20, 2025	Thursday	BOS	HNL
Thursday, November 20, 2025	Thursday	HNL	ICN
Friday, November 21, 2025	Friday	ICN	HNL

## Waiver Options

### 1. Waiver of fare difference:

#### 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</p> <p><b>August 16th, 2025</b></p> <p>HA flights include HA marketed and operated flights and HA* codeshare flights.</p>	<p><b>September 16th, 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>

- 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.

### 3. **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.

### **Required Waiver Code Entry**

Endorsements Box	PNR SSR Field
WV2501 (19) SKDCHG	SSR OTHS/WV2501 (19) SKDCHG