

Flight irregularities instructions

New guidelines for assisting with flight irregularities – starting September 01, 2019

If Adria Airways changes schedule / cancels the flight, but the ticket has already been issued (no matter who is a validating carrier) this is considered "involuntary situation".

In such case it is responsibility of agent to get in touch with passenger and book a new flight(s) to accommodate pax's needs, following basic.

Priority rules:

1. Book another JP flight or
2. Book a flight(s) of star alliance carrier or
3. Book a flight(s) of any non-star alliance carrier.

New reservation shall be made in same PNR and same booking class. If same booking class is not available, book other available booking class in same service compartment.

If no booking class in same service compartment available, booking in higher service compartment is not permitted.

Mind that booking classes I, R, N, X on JP flights are used for ID and AD discounts, FF awards, upgrades. Do not use them!

Involuntary reissues must always be done only by Adria Airways staff, so kindly send PNR with new flights to our queue **QE/LJUJP0201/6**, where assigned staff is responsible for ticket changes needed due involuntary situation.