

TARIFF INFORMATION

NO. 09A/20

TO: CROATIA AIRLINES SELLING OFFICES
SELLING AGENTS & GSA

DATE: 16MAR2020

SUBJECT: **OU GOODWILL POLICY for Disruptions Due to Coronavirus**

ELIGIBILITY

Passengers holding OU/831 tickets whose reservations have been affected by Coronavirus situation for tickets **issued on/before 31MAR20**.

Rebooking:

- Refers to OU international **and domestic** flights for travel on/before 31MAY20
- One rebooking is permitted free of charge
- New travel dates must be realized until 31DEC20
- Change of booking only within the same compartment, subject to availability
- If the same class is not available, the difference for the upgrade should be collected
- A note should be inserted in the PNR: **"INVL RBG DUE CORONA VIRUS (INSERT DATE)"**
- Rerouting is not permitted

Passengers holding other carriers' ticket document must contact the ticket issuing carrier for refund policy information.

Further publications: This policy can also be found on www.croatiaairlines.com

Tariffs & Commercial Agreements Department

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