

Updates on Schedule due to Coronavirus:

Due to current situation and impact on aviation industry and also our airline, we had to do some schedule changes. In case of any flight changes or cancellations, you must have received some information. *Georgian Airways suggests its clients either alternative dates or to freeze their tickets.*

Please read below to find out more information:

Passengers who have bought their ticket with travel dates till the 31st of March have a rebooking option:

Until March 31, 2020, Georgian Airways will waive rebooking fees and is offering a one-time free rebooking of all newly booked flights – *regardless of the condition of the original fare booked*. This regulation applies with immediate effect to tickets on the airlines network. The waiver policy allows Georgian Airways passengers to rebook their newly booked flight once to an alternative travel date until 1st of June, 2020 without rebooking fees.

Rebooking options for existing bookings:

Existing bookings that were made before March 9, 2020 and include flights with a travel date up to April 15, 2020 can now also rebook once free of charge. Passengers can rebook corresponding tickets to a new date until 1st of June, 2020 without a rebooking fee. This waiver policy applies to all tickets in the above-mentioned period, *regardless of the condition of the original booking tariff*.

In both cases: Departure and destination airports must be identical under the new rebooking regulations. If the originally booked fare is no longer available on the newly selected travel date, a corresponding difference must be paid (only difference is when passenger will book the ticket with travel dates till 15th of April, a maximum difference of 25Eur may apply). The rebooking must be made before the original travel date. A subsequent rebooking is not possible.

Passengers whose flights have been cancelled:

Passengers whose flights have been cancelled (cancellations by us) will be *rebooked – if possible– or will receive a voucher (with travel dates till the end of the year) in the amount of the purchased ticket to be used and validated only for Georgian Airways direct network and in its offices*. Passengers who have booked a connection with our codeshare partners in the affected period should check their status of the flight on the website/hotline of the related company.

To take advantage of the new waiver policy, Georgian Airways passengers can contact the info hotline/mail or the representatives.

Initially, Georgian Airways will cancel and change schedules until March 31, 2020 due to daily new announced entry restrictions. Passengers who have booked a flight during the time will be rebooked on other airlines if possible or offered an alternative. **Stranded Georgians** can contact the Georgian Ministry of Foreign Affairs or the Georgian Embassy in the local country. Georgian Airways is in contact with the Georgian Ministry

of Foreign Affairs to clarify issues relating to the operation of additional evacuation flights to bring back Georgians who are abroad. ***For this reason, Georgian Airways recommends all Georgians who are stranded in other countries and who want to return home to get in touch with the hotline of the Ministry of Foreign Affairs: +995 32 294 5050 or to get in touch with the Georgian Embassy abroad.***

Georgian Airways apologizes for any inconveniences caused and wishes you a safe journey!