

Dear Partner

Due to declared state of emergency by the government of Latvia **all airBaltic operated flights will be cancelled between 17Mar - 14Apr (inclusive), 2020**, including flights from Estonia and Lithuania.

Procedure for travel agencies due cancelled flights - **UN segment status** in PNR (flight cancellation in in process):

- **rebook passengers** for travel period 15Apr2020 - 31Dec2020, but within ticket validity!!** - BT direct or BT+BT connecting flights - same origin and destination, RBD within same compartment (RBDs I, R, X,N must not be used);
- **offer airBaltic gift voucher** with **+20EUR** per passenger / direction additional value (infants, groups included);
This is an option instead of Full Refund . If passenger (-s) decide to have Gift voucher (GVO) for booking made in travel agency, please write an e-mail to helpdesk@airbaltic.lv mentioning in subject *PLEASE ISSUE GIFT VOUCHER*.
Information about booking and customers e-mail address is mandatory. Gift voucher validity – to be exchanged in airBaltic website within 6 months from issuance date for travel within 1 year.
- **Full refund** in GDS.
- For interline / code-share 657 tickets: date change to the same routing **15Apr2020 - 31Dec2020** with original carriers, same route, same booking classes as originally booked **or fare difference applies**;

Refund is applicable only in case of cancelled flights (UN status) otherwise airBaltic holds the right to issue ADMs for incorrectly processes refunds.

For urgent questions, travel agents are invited to contact the airBaltic helpdesk: Email: helpdesk@airbaltic.lv.