Dear Partners,

Refunds for open 881 documents are fully available in the GDS if the ticket was issued after 26 September 2019.

The attached Invol Policy describes the cases in which you can process total/partial refunds without waiver.

The deadlines under point 1 are suspended until 31 December 2020.

We would kindly ask you to process the changes as soon as possible. Please clear all PNRs of inactive and no longer required flight segments.

If the coupon status is set to U, please send the tickets for a coupon change - the modification will be made as soon as possible. Please note that after opening the coupon status the refund has to be processed on the same day by 23:59 at the latest.

If you have already submitted a Refund Application via BSP-Link, we thank you for a withdrawal as soon as you completed the Refund, the Reissue or the entry of a HOLD Segment.

Please note that the Invol guidelines apply without restriction only for ticket issuance from 26 September 2019 onwards. For ticket issuance prior to 26 September 2019, the refund option under points 3.3 and 3.4.1.2 is not applicable. We recommend using the following rebooking options:

Rebooking to an already newly defined travel date:
A free ticket reassignment (881 Ticket Stock) can be made by paying an additional charge for the resulting tariff and tax difference. If you rebook to a lower priced flight alternative, a partial refund is not possible. Please note the Waiver Code: "corona" in the Endorsement Box when changing the ticket.

Rebooking to a not yet defined travel period until 31 December 2021 at the latest:
Please cancel all irrelevant flight segments promptly and add a HOLD* as well as a Remark Element with the Waiver Code "corona" to the PNR. As soon as a new travel date and the desired flight routes are known, the new flights can be booked in the original PNR and the original ticket (881 Ticket Stock) free of charge, but with the addition of the resulting tariff and tax difference. Please note the Ticket Time Limit that is set when making a new booking. In order to be able to make the change, please request the adjustment of the coupon status from U (unused) to O (open) via Condor GDS Helpdesk.

For pricing, the entry FXP/R,DO-ODB (Amadeus) must be entered to overwrite the booking date.

If the booking is changed to a lower priced flight alternative, a partial refund is not possible. Please note the waiver code: "corona" in the endorsement box.

*HOLD element input formats for relevant GDSs:

GDS: Amadeus (1A)
Entry: RU 1A(=Vendor code - always Amadeus) HK1(=number of pax) FRA(=city code)
22MAR(= valid until)/ FREE TEXT
Example: RU 1A HK1 FRA 22MAR/DUE CORONA

GDS: Sabre (1S)
Entry: 0 (=zero) OTH DE GK1 FRA (=city code) 22MAR (=valid until)- FREE TEXT
Example: 0OTHDEGK1FRA22MAR-DUE CORONA

GDS: Galileo (1G)
Entry: 0 (= zero)TURDE BK1(=number of pax) FRA (= issuing office) 22MAR (= valid until)-
FREE TEXT
Example: 0TURDEBK1FRA22MAR-DUE CORONA

GDS: Worldspan (1P)
Entry: TNDE MK1 (=number of pax) MIS22MAR (= valid until)/AN-RETENTION LINE DUE
CORONA
Example: TNDEMK1MIS22MAR/AN-RETENTION LINE DUE CORONA

GDS: Apollo (1V)
0 (= zero)TURDE BK1(=number of pax) FRA(= issuing office) 22MAR(= valid until)-**FREE

TEXT**
Example: 0TURDEBK1FRA22MAR-**RETENTION LINE DUE CORONA**

Contact details GDS Helpdesk:
Amadeus Queue FRADE098H/0
Phone +49 (0) 6171 69 889 70 (Mon-Fri 08:00 am - 10:00 pm, Sat-Sun 8:00 am - 8:00 pm German time)
email: gds-help@condor.com