



**COM-21-067**

Tuesday, April 06<sup>th</sup>, 2021

## Penalty for Changes at "Zero" value

In order to expedite the re-accommodation procedure for voluntary system changes, tickets issued between **February 5, 2021, until April 30, 2021**, will automatically reflect the change penalty at "zero" value.

### IMPORTANT INFORMATION

- According to the current voluntary change guidelines, tickets issued until **February 4, 2021**, maintained the waiver documentation procedure.
- **Tickets purchased from February 5 through April 30, 2021**, will automatically reflect the zero change penalty. If the ticket also applies for a fare difference fee waiver, the waiver must be appropriately documented according to the Flexible Waiver - New Tickets guidelines.
- According to the Flexible Waiver- New Tickets guidelines, this adjustment does **NOT** waive the difference in fare for high season changes or change fees for No Show status tickets.
- As long as there is flexibility for passengers to make voluntary changes due to COVID-19, Basic fare tickets will allow changes.