



COM-21-047

Monday, March 08th, 2021

**WAIVER GUIDELINES DUE TO SANGAY VOLCANO ACTIVITY IN
GUAYAQUIL, ECUADOR**

OBJECTIVE

To give flexibility to passengers traveling to/from Guayaquil (**GYE**) who need to modify their itinerary due to the Sangay Volcano in Ecuador.

Passengers who request to reschedule their trip should be assisted with the changes according to the information provided in this notice.

WAIVER CODE: W1210703CVEC

TERMS AND CONDITIONS

- Tickets issued until: **March 7th, 2021**
- Original travel dates: **March 7th, 2021**
- Last date for change: **March 12th, 2021**
- New travel date must be completed by: **March 20th, 2021**

GUIDELINES

- 1. Passenger requests a date change, but remains at the same origin/destination:**
 - The change of date is allowed waiving the change fee and fare difference.
 - The change must be made in the same class.
- 2. Passenger requires a change of date and change of origin/destination:**
 - Change of origin/destination to alternative cities is allowed: (UIO), waiving change fee and fare difference.
 - Change of origin/destination to other cities different from the alternative cities is allowed, waiving change fee, but fare difference will apply.
- 3. Passenger requires a refund of the original form of payment:**
 - Tickets not used in their totality (refundable and non-refundable fares) will be entitled to a refund if the original flight was cancelled or the tickets can be refunded according to the applicable regulations in the country.
 - Partially used tickets do not apply for a refund to the original form of payment.
- 4. Passenger wants to use the value of the ticket for a future travel date (credit):**
 - If the passenger needs to cancel their trip and use the value of the ticket for a future travel date, they will not be charged the change fee, however, a fare difference may apply according to the conditions of the fare rule. The fare difference will be charged at the time the change is made.

IMPORTANT

- By changing the dates of origin due to the affectation, the return dates can be modified at the passenger's request.
- Applies to all regular, award, interline, and code share tickets on stock 230.
- Applies to all rates: regular, group, net and dynamic.
- Applies to companion rewards tickets.
- Additional travel expenses that may occur must be covered by the passenger.
- **Waiver code must be documented in the endorsement box/field and in an OSI.**