

# COMMERCIAL INSTRUCTIONS FOR VOLUNTARY REBOOKING

## 02/13/2026

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### CUBA: VOLUNTARY REBOOK POLICY FROM 12 FEBRUARY TO 29 MARCH, 2026

Due to the energy crisis

#### ELIGIBILITY COMPARED TO THE INITIAL TRIP

INVOLVED DESTINATION	ELIGIBLE FLIGHTS	ISSUANCE DATE	FLIGHT DATE(S)
To / from / via Havana (HAV)	AF/KL/DL/VS	23 February 2026	from 12 February to 29 March, 2026

#### Comments:

Key information: In the event of a cancelled flight, involuntary commercial instructions apply.

#### REBOOKING CONDITIONS

**OPTIONS**

Same cabin

**REBOOKING AIRLINE**

AF/KL/DL/VS

**LAST TRAVEL DATE  
PERMITTED**

23 February 2027

**LAST ISSUANCE DATE  
PERMITTED**

23 February 2027

**Comments:**

Please note that any modification or refund is possible, provided that the initial booking has been cancelled no later than the day scheduled for the original flight.

**GUIDELINES**

PARAMETERS	APPLICATION	CONDITIONS
Change point of Origin/ Destination	Yes	Authorize a change point of origin/destination up to 300 miles (482km). Beyond that, reprice the ticket manually and collect any fare difference.  In all cases, any other expenses related to this change (travel, accommodation, etc.) will be the responsibility of the customer
Travel anticipation	Yes	Possible anticipation before the initial travel date, if flight is available
Change of return flight	Yes	When disruption occurs on the outbound flight, the return date may be changed to protect the original length of stay.
Collection of any penalties (change or refund fees)	No	Whatever the modification (change of date, flight or change of origin/destination), or refund request, all penalties related to the fare must be waived.
Collection of reissue fees / refund fee	No	Do not collect any reissue fee / refund fee.
Refundable fare	Yes	Refund the full value of unused flight coupons in the ticket.
Non refundable fare	No	Only taxes are refundable.  or

		An EMD can be Issued for the full value of unused flight coupons in the ticket. (see Issue an EMD section)
Issue an EMD in exchange of the ticket	Yes	In the absence of refund, for non-refundable tickets,  issue a non-refundable EMD type TCVT of the full value of unused tickets, valid 1 year on AF/KL/DL/VS
Refund of paid options	---	Only if the service is not available on the new flight or if no new flight has been rebooked. Refund conditions of the option follow refund conditions of the ticket
If flight is delayed or cancelled by the airline	---	Standard Schedule Change handling guidelines apply

Please note: All the information given is subject to change.