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## FLYONE policy: COVID-19

FLYONE airline informs that for all flights suspended, *In the accordance with the Operational Directive of the Civil Aeronautical Authority Nr. 03 - 15/03/2020 regarding the establishment of air traffic restrictions in the context of the pandemic with the new Coronavirus, as well as under the Decision of the National Extraordinary Public Health Commission no. 9 of 15.03.2020*, the following alternatives are offered:

- date change free of charge for an alternative flight for the same destination until 31 December 2020, subject to seats availability;
- date change free of charge for an alternative flight for another FLYONE destination until 31 December 2020, subject to seats availability;
- a voucher equal to the price of the initial ticket, plus 20% from the initial value;
- refund according to the tariff rules.

To confirm any of the alternative from above, please contact our Customer Care team or redirect customers at [helpdesk@flyone.eu](mailto:helpdesk@flyone.eu).

**Note:** For all flights which are not affected, standard fare rules apply.

**Mircea Maleca**  
**General Director**

