

PROCEDURES FOR TAP TICKETS ISSUED UP TO 31MAR20 AND FLIGHTS BOOKED UP TO 31MAY20

Keep the PNR active and ticket open to reschedule later ⁽¹⁾. See reservation change procedures

OPTIONS

Date and / or route change	Voucher	Cancelled flights (status UN)
New travel until 31 DEC 2020	Customer does not want to reschedule date and/or change route immediately	New travel until 31 DEC 2020
Same route: Same RBD = NOADC Higher RBD = recalculate and charge difference	Full value of the ticket given back in voucher via the link https://reembolsos.flytap.com/RefundsWAR/	Reebook in same cabin . Same RBD or lowest available
New route: Recalculate and charge difference	Validity: to be used as payment up to 2 years from the date of issue.	Changes at no cost. Keep the same fare construction on the new ticket.
Change fees: not charged	Non refundable	Change fees: not charged
Endorsements: CV19TPOFFER	For travel or services on flights operated by TAP	Endorsements: CV19TP
New reservations and reissues: completed by 31 AUG 2020	For full or partial use. The remainder can be used on another journey, within the validity period.	New reservations and reissues: completed by 31 AUG 2020
Discount offer on new travel: € 25 for medium haul * € 100 for long haul ** To be deducted from the recalculated amount, in the case of additional charge. If the amount of the difference to be paid is less than the above, apply NOADC (and no credits remain). Endorsements: CV19TPOFFER	Transferable, with authorization of the holder	Option: VOUCHER for new purchase or Option: TAP will allow refund of tickets via BSPLink , however in the current context and with reduction of staff, processing will take longer.
How to price the new ticket with the offer ⁽²⁾ Regarding new TST two situations must be observed : 1. If the amount of the difference to be paid is equal or less than the discount to be applied, apply NOADC (and no credits remain) 2. If the amount of the difference to be paid is higher than the discount, insert the amount to be collected in total amount field. Insert old form of payment shown on the original ticket and insert a new form of payment with the additional to be collected from the passenger.	Vouchers used by an agency or passenger on a TAP direct channel (flytap.com or Contact Center), originating from a ticket issued by a travel agency, will be considered agency revenue for the purpose of calculating incentives.	Tickets with Interline or Code Share flights: VOUCHER for new purchase or Option: TAP will allow refund of tickets via BSPLink , however in the current context and with reduction of staff, processing will take longer.
Associated services EMD: can be used in the new reservation. If they expire earlier, contact us. Alternatively a voucher for the total value can also be requested.		Associated services EMD: can be used in the new reservation . If they expire earlier, contact us. Alternatively a voucher for the total value can also be requested.

* domestic flights, european and Africa medium haul (except Luanda and Maputo)

** Long haul flights Africa (Luanda and Maputo), Brazil, Venezuela, United States and Canada

Änderungen vorbehalten, Stand 14.April 2020; bitte überprüfen Sie die Aktualität der Information auf www.tapagents.com

Achtung ! Für Neubuchungen im April gilt grundsätzlich einmaliges kostenfreies Umbuchen (in gleicher Buchungsklasse kostenfrei in allen Brands außer Brand Discount).