

**Dear Partner,**

current situation regarding the impact and spread of the Coronavirus (COVID-19) is affecting our business and causing uncertainty among the passengers. Let us thank you for serving our joint customers during this difficult time. Safety of passengers and crew is a top priority for us at Finnair therefore we have taken certain measures to lower the risks which also include cancellation of certain flights. Finnair is prepared for different scenarios and we are working closely with the health and governmental authorities while monitoring and following the situation and its development.

As the situation keeps changing, customers can always find up to date Finnair's Customer Policy on our website under [Travel Updates](#). We apologize that our Agent support lines might be congested and our replies might take longer time. Before trying to reach Finnair for assistance, check if you can find answers and ticket handling guidelines at [www.finnair.com/EASY](http://www.finnair.com/EASY).

**Flexibility to reservation changes for flights booked before 30 April, 2020**

To encourage our customers to book their travel, Finnair has introduced flexibility for making reservation changes and therefore has updated ticket change policy. This means customers can now book new trips during March and April with peace of mind.

Customers can change their travel date flexibly without a change fee and travel until 30 November, 2020, if

- Ticket issued by 30 April 2020
- Original travel date is latest on 30 November 2020
- Finnair operated and marketed flight on Finnair ticket
- rebook into the same class as the original flight or lowest available in the same cabin
- Ticket revalidation permitted
- Change made by 30 November 2020
- applies to all ticket types
- OS AY CHANGE OF TRAVEL DUE TO CORONA must be added to all changed bookings

Please note that the change in the ticket rules doesn't apply to Finnair Holidays, Aurinkomatkat (Suntours) and other tour operators' customers or Group bookings.

For cancellations refund will be according to the ticket rule.

**Refunds**

Due to high coronavirus related refund application (RA) volumes we currently have delays in refund processing. Average handling time is currently approximately one month. We are sorry for the inconvenience this may cause our customers and we are working hard to shorten the handling time.

**For Travel Agents (TA) the fastest way to get the refund is to process it directly in own GDS system.** If that is not possible TA can place RA via BSP link.

Administrative refund handling fee with coronavirus affected refunds (and other involuntary situations) will be waived.

As the situation is constantly changing, the best way to follow recent Finnair's Customer Policy at Finnair website under [Travel Updates](#) and [www.finnair.com/EASY](http://www.finnair.com/EASY)

Sincerely Yours,  
Finnair