

TRAVEL TRADE NOTICE

NOTICE : 01/22

DATE : 10th February 2022

SUBJECT : COVID 19 SUPPLEMENTARY REFUND POLICY

Dear Travel Trade Partners,

This notice serves to advise all trade partners in BSP / ARC markets that Air Botswana acknowledges the effects of the Covid 19 pandemic and the related border closures, quarantines and isolations on passengers. As such, as you all recall, Air Botswana had implemented a supplementary policy to redress the effects of Covid 19 as follows:

Qualifying Criteria

- Expired tickets whose travel dates were between **27 March 2020** and **08 November 2020**.
- Passengers who test Covid 19 positive after they purchased ticket.

Supplementary Policy

- Expired tickets under the above qualifying criteria will be extended for use in the form of credit vouchers for travel until **31st December 2022**.
- Affected passengers who tested Covid 19 positive and can produce results from a recognised laboratory prior to the flight will be allowed a one-time change fee waiver. Rebooking and re-issue should be on the same RBD. The difference must be collected in case of a higher RBD.
- All other fare rules apply.

We wish you happy selling!

Air Botswana
Going your Way