

Rwandair flexible policies on rebooking, cancellations and refunds (WB COVID policy)

S/N	Criteria	Tickets issued on/before 31July 2020	Tickets issued on/after 01Sep
1	Rebooking fees	A two (2) time rebooking waiver is permitted free of charge provided it is within the same booked cabin. No fare difference shall be charged. Reservation and rebooking fee are waived regardless of whether or not booked flight was cancelled. However, same RBD must be requested for rebooking if fare differentials exist due class mismatch. These two (2) rebooking waivers are permitted on all tickets issued within this period and passenger is allowed to rebook their tickets to any date not exceeding 31Dec 2021.	Fare rules as applicable to flexible tickets shall continue to apply on all flexible tickets. These set of tickets will continue to be reissued and refundable per their applicable fare rules. For non-flexible tickets, including promo tickets, a one-time free rebooking on all classes is permitted within the same booked class and cabin free of charge. Where the same class is unavailable, fare difference shall apply. This one (1) rebooking fee waiver is permitted on all tickets issued within this period and passenger is allowed to rebook their tickets to any date not exceeding one year from ticket issue date. Passenger is not obliged to provide any reason to qualify for the free ticket change.
2	Ticket validity	The validity on all tickets under this category is hereby further extended to 31December 2021. After this new date, unused tickets become invalid, expired and unusable.	One year ticket validity starting from ticket issue date (for totally unused tickets) or from the first outbound travel date (for partially used tickets), whichever is earlier.
3	Refunds	Refunds by voucher credits only. NB: Credit vouchers are transferrable to anyone assigned by the passenger. Passenger must authorize such assignment by a signed letter supported by a copy of passport ID. The CM shall forward these details to HQ Helpdesk for special approval.	Tickets may be refunded either by voucher credits or refunded through the same mode of payment that the ticket was purchased. For all non-refundable tickets, no refund is permitted unless airline cancels. However, a name change may be permitted at a fee within the validity of the ticket.

		Authorization for transferring of credit vouchers must be received at least 14days to departure of the flight. Any request received by Helpdesk less than 14days but at least more than 7days to departure may still be considered on a case by case basis but the fare difference on such a flight requested may be too high at that time for the passenger esp on flights with high demand.	
4	Name change	One name change permitted free of charge provided airline is notified at least fourteen (14) days to scheduled date of departure. Airline shall execute on a case by case basis upon application. Name change requested within 13-7days of departure will attract penalty of \$150. No name change application shall be honored on any ticket with less than 7days to departure.	One name change permitted on payment of \$150 provided airline is notified at least fourteen (14) days to scheduled departure. Airline shall execute on a case by case basis upon application. Name change requested within 13-8days of departure will attract penalty of \$250. Name change application within 7 to 4 days to departure attracts \$350. No name change application shall be honored on any ticket within 3 days to departure.
5	Rerouting	Rerouting (change of O/Ds) within 200 Nautical miles of the booked O/D is permitted free of charge regardless of whether there is flight disruption or not. Request must be received at least 14days to departure. Fare difference fees and any change fee are waived. However, pax shall pay any tax difference, if applicable.	Rerouting (change of O/Ds) is permitted free of charge regardless of whether there is flight disruption or not. Request must be received at least 14days to departure. Fare difference between the old and new routes, plus any tax differentials between O&Ds are applicable.
6	Barter/Award/Rebate/Non-revenue tickets	Customers who cancel these set of tickets will have their miles credited for free, and the airline will refund the charges for taxes and fees as well.	Customers who cancel these set of tickets will have their miles credited for free, and the airline will refund the charges for taxes and fees as well.
7	Applicability	These provisions are applicable on WB stock only.	These provisions are applicable on WB stock only.

8	These rules shall apply to all tickets issued within the period stipulated and its provisions shall apply regardless of whether or not there is a flight disruption. The rule shall remain in force till further notice by the airline.			
9	Regardless of the above provisions, however, if a passenger is unable to fly due to positive test to COVID-19, the passenger shall not be required to pay for no-show or change fees provided the PNR segment is cancelled and the pricing team is informed by email within six (6) hours to the flight. Ticket becomes a no-show if email is not received at least 6 hrs. to the flight departure. For all medical cases of this nature, the free one-time change shall not be utilized for this waiver. Passenger still retains his free one-time change. However, passenger must show proof to support his medical claim.			
10	Control	For control purposes and to prevent any form of abuse of above policy, a waiver code shall be requested for and provided by the pricing team, which will be inserted in the endorsement box of the ticket. Absence of a waiver code may attract ADMs. Do not waive without a code. All waiver codes requests must be received at least 24hrs prior to the departure of the requested flight.		