



03 April 2020

TAAG Angola Airlines Southern Africa COVID-19 Commercial Policy Revision

Version 4

Due to the current outbreak of Corona-Virus and the impact it has on the travel and tourism industry globally, TAAG has decided to review their policy in order to offer a flexible solution to its passengers. Passengers holding a TAAG ticket will be able to change their travel plan as per below:

- Passengers will be offered one free change within the ticket validity (12 months). Should the revised dates chosen then fall under the current restrictions, further changes will be permitted.
- Rebooking can be done anytime once the flights have been reinstated and are confirmed as operating.
- Booking must be done in the same subclass of the original ticket.
- Should the same subclass not be available, passengers can upgrade to the next available subclass and the fare difference will be payable by the passenger.
- Passengers will be allowed to re-route their tickets and difference in fare will be payable by the passenger.
- Should the new fare be lower than the ticketed fare, no refund will be allowed.
- All the rebooking and reissue must be endorsed with the following: **Change penalty waived due COVID-19.**
- The PNR's should be kept live as per the below examples for the validity of the ticket.

Galileo

RT.T/01SEP*KEEP PNR ALIVE COVID-19

Amadeus

RU 1A HK1 JNB 30JUN –TKT NO KEEP BOOKING LIVE COVID-19

No refund applications will be processed

Should the situation change, the above policy will be amended.
