



COVID-19 AIRLINE TRAVEL UPDATES – 15 June 2020

AIRLINE	WEB-LINK	CONTACT INFO
<p>Air Canada</p> <p>“We have implemented highly flexible and expanded booking options. You can make a one-time change without a fee for all new or existing bookings made through June 30, 2020 for original travel between March 1, 2020 and June 30, 2021. If you booked directly with Air Canada and you need to cancel for any reason, you can convert your ticket to an Air Canada Travel Voucher that has no expiry date or to Aeroplan Miles with an additional 65% bonus miles.</p> <p>For customers who booked through a travel agency, Air Canada is working to make these options available. Please contact your travel agent for more information”</p>	<p>https://www.aircanada.com/us/en/aco/home/book/travel-news-and-updates/2020/covid-19.html</p>	<p>GSA Team in Trinidad & Tobago</p> <p>Email: cgonzalez@lasamltd.com/rseepersad@lasamltd.com info@lasamltd.com/nali@lasamltd.com</p> <p>International Reservations: 1888-247-2262</p>
<p>American Airlines</p> <p>“American Airlines is continually providing travelers additional flexibility in purchasing travel in light of concerns around the coronavirus (COVID-19). We are extending our offer to waive change fees for travelers who purchase travel. Customers will have even more flexibility since any ticket purchased by April 30 will not incur a change fee prior to travel. The offer is available for any of American’s published non-refundable fares. “</p>	<p>https://www.aa.com/i18n/travel-info/travel-alerts.jsp</p>	<p>International Customers can contact their local Sales Support desk or Reservations. (Trinidad & Tobago) 1868-821-6000</p> <p>Reservations Customers within the U.S. and Canada can contact our Sales Support Desk at 1800-621-8489</p>

<p>British Airways</p> <p>“Book with Confidence – Policy v9 10th June Applies to:</p> <ul style="list-style-type: none"> Existing bookings ticketed any time, for travel (outbound or inbound) between 14th March 2020 and 31st August 2020 New ticketed bookings made between 3rd March 2020 and 31st August 2020 for travel completed (both outbound and inbound) by 30th April 2021 <p>*Credit validity period is being extended for travel to be completed by 30 April 2022. *Change to a new flight with no change fee. *Exchange your ticket for a credit worth the full value of the original ticket. *For customers who have already requested credit, this policy will be applied retrospectively. *There is no change in policy for new bookings. *These changes apply to all bookings.”</p>	<p>https://www.britishairways.com/assets/pdfs/other/book-with-confidence-gds-faq.pdf</p>	<p>Reservations:</p> <p>0800 727 800 from within the UK</p> <p>OR</p> <p>+44 (0) 203 250 0145 from abroad</p>
<p>Caribbean Airlines</p> <p>“Due to the ongoing developments surrounding the COVID-19 virus, Caribbean Airlines has worked with our provider to increase PNR and ticket longevity.</p> <p>The aim is to enable online and offline rebooking of all airline cancelled flights originally scheduled up to June 30th, 2020. This will greatly assist in providing flexibility to customers who need to change their travel plans.</p> <p>Effective April 22nd, 2020, all PNRs with a cancelled travel date starting from April 22nd until June 30th, 2020 will have the purge date extended by one year from the date of the last segment in the itinerary. All e-tickets and EMDs associated to this period will also be extended and available for use at least one year from the last flight date.”</p>	<p>https://www.caribbean-airlines.com/#/travel-alerts/covid-19-virus-advisory</p>	<p>Reservations. 1868-625-7200</p> <p>Customer Service. 1800-744-2225</p>

<p>Copa Airlines</p> <p>“Copa Airlines would like to inform, following Resolution No. 053-DG-DJ-AAC of the Panama Civil Aviation Authority, which ordered a 30-day extension of the suspension of all international flights in the country due to the coronavirus crisis, expiring on May 22, 2020, hopes to resume operations on June 1, 2020, upon receiving approvals required from the corresponding authorities in other countries in the region. Also, between May 23 and 31, the airline expects to be able to increase the number of humanitarian flights, with the goal of transporting more passengers back to their homes.”</p> <p>WAIVER AND REFUND GUIDELINES DUE TO CORONAVIRUS TERMS AND CONDITIONS</p> <ul style="list-style-type: none"> •Applies to tickets issued until:June 30th, 2020 •Original travel dates until:December 31st, 2020 (either way to and/or from) •New travel date must be completed by:December 31st, 2021 	<p>https://www.copaair.com/en/web/guest/coronavirus-updates</p>	<p>Reservations: 1800-271-COPA (2672)</p>
<p>LIAT</p> <p>“LIAT has suspended their passenger services due to border closures and strict travel restrictions. This may impact your travel plans and therefore, they are working on how best they can support you during this difficult period and beyond when they are able to resume serving your travel needs.</p> <p>Customer support includes:</p> <ul style="list-style-type: none"> * The waiver of change and cancellation fees for bookings between April 1st and August 31st, 2020. * A full credit has automatically been generated for bookings affected by suspended flights. * An extension of credits for customers whose credit expires between April – June 2020. <p>We encourage you to cancel or change. For further assistance our Reservations Team is available between the hours of 8am-4pm to assist you with your booking and queries.”</p>	<p>https://www.liat.com/updated-liat-waiver-policy-covid-19</p>	<p>Reservations:</p> <p>Customers calling from most destinations within the Caribbean Region: 1888-844-LIAT (5428)</p> <p>All Other Countries: 1268-480-5601/2</p>

Surinam Airways

“Airlines are going through what certainly can be considered the most challenging time in the history of the airline industry. Amidst all the uncertainty that we are facing with no clear answer to when the COVID-19 pandemic will end, we want to offer our passengers, who have also been impacted by this crisis the opportunity to adjust their travel plans.

1. REBOOKINGS - Tickets that can be rebooked:

- All tickets issued on/before June 05th 2020, with original travel dates between March 10th and August 31st, 2020.

Passenger must communicate to their travel agent or to Surinam Airways (via email) when they plan to rebook their flight and this must be done **within a year** after the original ticket issue date. (e.g. If ticket issued in July 2019 the passenger can rebook his flights until July 2020, even though departure date is e.g. August 2020.

2. REFUNDS -Who can request a refund:

Refund rules are only applicable for passengers whose tickets were issued on/before July 16th, 2020 and with original travel dates between March 10th and August 31st, 2020.

<https://www.flyslm.com/en/covid-19/>

Reservations:

1868 627 0102 / 627 4747

Email:

surinamairways.tt@gmail.com

callcenter@flyslm.com

AIPORT OFFICE

Piarco International Airport

1868 669 4770

Email: poskk.slm@gmail.com

CARGO OFFICE

Piarco International

1868-669-5258

Email: cargo@pasl.co.tt

Virgin Atlantic

“Virgin Atlantic wants to offer as much flexibility as possible for agents and our customers impacted by the rapidly accelerating Covid-19 situation. Our intention is to process refunds as soon as possible, however as we deal with unprecedented enquiry volumes, we are temporarily removing automatic refunds via GDS, with requests now processed via BSPLink, with the administration fee waived. The revised process means it may take longer than normal provide the refund and we are grateful for the patience of our partners.

Agents may also offer customers with upcoming travel plans the option to rebook free-of-charge, or retain the value of their ticket for use in the future, for travel up until 30th September 2022.”

<https://flywith.virginatlantic.com/gb/en/news/coronavirus/cancelled-flight.html>

Caribbean

Reservations:

+1800-744-7477

or Barbados:

+1246-228-4886

(Open 7am - 10pm BST)

Drop us a text on

+44 (0)7481 339184, or 97634 from the US.

You can also WhatsApp us on +44 (0)344 8747747.