

# Travel Waiver for COVID-19 Related Network Schedule Changes and Suspensions



Schedule Updates 08 Apr 2020

We have updated our International schedules for flights to/from Australia and New Zealand due to travel restrictions. Flights from Sydney and Brisbane to Honolulu are now scheduled to begin on July 2, 2020 with Auckland to Honolulu flights scheduled to begin on July 3, 2020. Please note that further revisions may be necessary should restrictions be amended or other market conditions warrant, and these first flights are thus subject to change. For more information on our schedule changes, please visit [hawaiianairlines.com/coronavirus](http://hawaiianairlines.com/coronavirus)

Agents with PNRs that have been impacted by these schedule changes will be notified via their GDS and will be required to take action. Please refer to the below options available to guests impacted by Hawaiian Airlines flight suspensions or schedule changes.

Travel Waivers				Options				Refund
Waiver	Travel	Ticket Purchase Date	Affected Travel Dates	Date Change*		Travel Credit*		
				Travel on or before December 31, 2020	On or after January 1, 2021	Travel on or before December 31, 2020	On or after January 1, 2021	
<b>WV2018 SKDCHG</b>	AU/NZ - HI AU/NZ - MUSA US DOM	Any Date	HA Suspended Flights initiated from February 26, 2020 until further notice	Change fees and fare/tax difference <b>waived</b> . <b>No limit</b> to number of date changes. Rerouting permitted but <b>fare difference will be collected</b> .	Change fees are <b>waived</b> but <b>fare/tax difference will be collected</b> . <b>No limit</b> to number of date changes. Rerouting permitted but <b>fare difference will be collected</b> .	Unused value of ticket for purchase of new ticket		Cancellation fees waived. Full refund.
<b>If your reservation does not fulfil the criteria for WV2018 SKDCHG - standard fare rules apply.</b>								

*Date Change	
<b>Ticket Validity (issue date)</b>	Tickets are valid for one year from date of issue, however all date changes for new travel must be ticketed <b>on or before December 31, 2020</b> Rebooking must be in lowest RBD / Same Cabin Reissuing a ticket, extends the ticket validity for an additional 12 months Live PNR must be present
<b>Example - Date Change</b>	Greg is flying from Sydney to Honolulu, his ticket was issued on October 29, 2019. His ticket will expire on October 29, 2020. His ticket <b>must be reissued prior to expiration on October 29, 2020</b> , for any departures <b>after</b> October 29, 2020. Change fees will be waived. If he chooses to fly in 2021, fare difference (if any) will be collected. Note: In order for a ticket to be reissued, a live booking needs to be held, this means Greg needs to decide before his ticket expires what he wants to do.

*Travel Credit	
<b>Ticket Validity (issue date)</b>	Note: No live booking, no PNR. Only the ticket number exists The Ticket Number is the Travel Credit. Travel Credit is valid for one year from original ticket issue date, however purchasing tickets for new travel must be ticketed <b>on or before December 31, 2020</b> Travel credit must be used prior to ticket expiration Reissuing a ticket, extends the ticket validity for an additional 12 months Once travel credit is used to purchase new ticket, standard fare rules will apply.
<b>Example - Travel Credit</b>	Sally is flying from Brisbane to Los Angeles, her ticket was issued in September 14, 2019. She has decided to store her unused ticket as travel credit. Her ticket (travel credit) expires on September 14, 2020. If Sally has not decided what dates she would like to fly and repurchase tickets prior to ticket expiration on September 14, 2020, <b>her ticket must be reissued</b> before this date. When Sally does make a decision, the travel credit will go towards the cost of a new booking and fare difference (if any) will be collected.

For All Travel Waivers		
<b>Ticket Stock</b>	173 Ticket Stock only	
<b>Extra Comfort Seats (EMD-A)</b>	<b>Date Change</b>	Extra Cmfort EMD-A can be moved with itinerary changes - subject to seat availability.
	<b>Travel Credit</b>	If the original ticket is being used as a Travel Credit the Extra Comfort EMD-A can only be refunded. Extra Comfort can be repurchased when the Travel Credit is used
	<b>Refund</b>	If the original ticket is eligible for Refund the Extra Comfort EMD-A is also eligible for refund
	The same waiver code applies for all above options. If a Travel Agent has purchased extra comfort seats, this can be submitted for refund by the agent via BSPLink. If a consumer has purchased extra comfort seats directly with HA, but the air ticket is managed by a travel agent - the customer or travel agent must email <a href="mailto:reservations@hawaiianair.com.au">reservations@hawaiianair.com.au</a> to process refund back to original form of payment	

Required Waiver Code Entry	
<b>Endorsements Box</b>	WV2018 SKDCHG
<b>PNR SSR Field</b>	SSR OTHS/SW20 WV2018 SKDCHG
<b>Notes</b>	<b>Do NOT use the word 'INVOL' or anything similar anywhere on the ticket.</b>