

Ticket Handling Instruction due to Covid-19 outbreak				
Reasons	Scope of Application	Handling Principles		
		Exchange/Reissue	Cash Refund	Travel Vouchers
<p>Passengers affected by government/authority travel restrictions such as:</p> <ul style="list-style-type: none"> - Closing border, withdrawing flight permits, lockdown which causes VN flights to be cancelled. - Granted visas are not accepted or passengers are refused entry or to be kept in quarantine. - Flights to/from virus outbreak areas are canceled. - Other travel restriction/ban from authorities which affect passengers' journey 	<p>International tickets/other documents (code 738) or wholly domestic tickets (code 738) issued in AU/NZ markets on/before March 31st, 2020 on traditional and online channels of Vietnam Airlines and holding confirms seats on VN flights.</p> <p>Exchange/Reissue/refund must be done within ticket validity and on/before December 31st 2020.</p>	<ul style="list-style-type: none"> - Exchange/reissue fees are waived. - Fare and tax difference is collected if any. - Endorsement box must state: "211TTBSP.NONEND.REST MAY APPLY." - New travel date can go beyond 1 year from the original issue date and must be on/before December 31st 2021. - Other documents associated with ticket are handled similarly as the ticket (separate handling is not allowed) 	<ul style="list-style-type: none"> - Non-refundable tickets: not permitted. - Refundable tickets: refund fee waived. - Agents need to submit a RA (refund Application) via BSP link and mention a reason in the Reason for Refund box. 	<ul style="list-style-type: none"> - Travel voucher must be issued on/before December 31st, 2020 and within ticket validity, conducted at our VN branch offices in Sydney or Melbourne. - Travel voucher is not applied to tickets with NON-REFUNDABLE condition. - Travel voucher is valid for one year from date of issue. - Travel voucher is NON-ENDORSABLE and it must be used to book for the same passenger who is named on the voucher. - 100% of airfare plus taxes will be carried over to a travel voucher if a ticket is booked under E, A, P, G classes. - 120% of airfare plus taxes will be carried over to a travel voucher if a ticket is booked under other booking classes.
<ul style="list-style-type: none"> - VN schedule change 	<p>- International tickets/other documents (code 738) or wholly domestic tickets (code 738) issued in AU/NZ markets on/before March 31st, 2020 on traditional and online channels of Vietnam Airlines and holding confirms seats on VN flights.</p> <p>Exchange/Reissue/refund must be done within ticket validity and on/before December 31st 2020.</p>	<ul style="list-style-type: none"> - Exchange/reissue fees are waived. - Fare and tax difference will NOT be charged. - New travel date can go beyond 1 year from the original issue date and must be on/before December 31st 2021. - Contact VN for an authority to <u>exchange/reissue</u> 	<ul style="list-style-type: none"> - Refund fee is waived. - Agents need to submit a RA via BSP link and mention a reason in the Reason for Refund box. 	
<ul style="list-style-type: none"> - Voluntary change 	<p>- International tickets/other documents (code 738) issued on/before March 31st, 2020 in traditional and online channels and having confirm seats on VN flights.</p> <p>Exchange/Reissue/refund must be done within ticket validity and on/before December 31st 2020.</p>	<ul style="list-style-type: none"> - Exchange/reissue fees are waived. - New travel date can go beyond 1 year from the original issue date and must be on/before December 31st 2021. 	<ul style="list-style-type: none"> - Refund fee applies, following the fare rules. - Agents need to submit a RA via BSP link and mention a reason in the Reason for Refund box. 	

Please note that due to high volume of request, a cash refund request will take up to 3 months from the date of request received.

TRAVEL VOUCHERS EMD-5

Please send request to helpdesk.syd@vietnamairlines.com or helpdesk.mel@vietnamairlines.com

Subject Line: **[EMD Request] – Name of your travel agency**

Please include, all ticket numbers that should be exchanged and your contact phone number.

We will issue An Electronic Miscellaneous Document (EMD) for your passenger. Passenger will have to exchange EMD into new ticket within 1 year of EMD issue.

There is no specific date by which customer must commence the trip. **Customer has totally 2 years to do it (1 year of EMD validity + 1 year of new ticket validity)**

If customer agreed to convert ticket into EMD and then requested refund. Processing will take up to 3 months (same as ticket) and agent's commission paid will be deducted while refunding the EMD.