



APG AIRLINES -COVID-19 POLICY

Last update: 7th of April 2020

This policy overrides all other refund policies for all tickets issued on GP stock and is applicable for BSP only.

For GP tickets having a flight scheduled between 1st of March 2020 and 30th of June 2020 involved in the itinerary:

- **Cancelled flights:** if one of the flights scheduled on a 275 ticket is cancelled by the operating airline or with a schedule change higher than 5 hours:
 - You may change the date for free (ADC to be collected) for a travel date before 31MAR2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must add a retention line in your PNR to maintain it as active, the reissue must be done before 30SEP2020 (date of travel can be later)
 - If ticket is not reissued before the 30SEP2020, you will be authorized to ask for a full refund through BSP Link from 01JAN2021, do not forget to attach the PNR history with the cancelled flight.
- **Operated flights:** flight operates but your passenger wants to cancel or is denied to enter a country due to his nationality or situation
 - You may change the date for free (ADC to be collected) for a travel date before 31MAR2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must add a retention line in your PNR to maintain it as active, the reissue must be done before 30SEP2020 (date of travel can be later)
 - Or refund the ticket as per the operating airline fare rules, you may send your request through BSP Link, a fee of 3 EUR will be applied per ticket and refund will be processed in the coming weeks.

For GP tickets having a departure from 1st of July 2020:

- **Cancelled flights:** if one of the flights scheduled on a 275 ticket is cancelled by the operating airline or with a schedule change higher than 5 hours:
 - You may change the date for free (ADC to be collected) for a travel date before 31MAR2021. If the sales are not open yet, or your passenger needs time to think about new dates, you must add a retention line in your PNR to maintain it as active, the reissue must be done before 30SEP2020 (date of travel can be later)
 - If ticket is not reissued before the 30SEP2020, you will be authorized to ask for a full refund through BSP Link from 01JAN2021, do not forget to attach the PNR history with the cancelled flight.

Operated flights:

- **Fare rules apply for any changes or refund.**
- **Refund may be requested through BSP Link, a fee of 3eur will be applied per ticket and refund will be processed in the coming weeks.**

This procedure might be changed without notice, depending of the evolution of the COVID19 pandemic.

Procedure for retention line:

The following entry must be added in the PNR, it will allow you to keep it active until 30SEP2020, deadline for reissue.

Amadeus:**Entry: RU1AHK1PAR30SEP*RETENTION LINE DUE COVID19/P1**

1 = number of pax without infant (seats)

PAR = issuing office city code

1A answer: MIS 1A HK1 PAR*RETENTION LINE DUE COVID19/P1

Sabre/Abacus:**Entry : 00TH(carrier code)GK1(city code)30SEP- RETENTION LINE DUE COVID19**

(Carrier code) : operating carrier code

1 = number of passengers (without infant)

(City code) : issuing office city code

Galileo:**Entry : RT.T/30SEP*RETENTION LINE DUE COVID19**

1G answer: 1. T ** TEXT ** 30SEP-** RETENTION LINE DUE COVID19**

Worldspan :

Entry : TNZZMKnMIS30SEP/AN-RETENTION LINE DUE COVID19

n = number of pax without infant

1P answer: 1 TVL ZZ MK1 MIS 30SEP/AN-RETENTION LINE DUE COVID19

Apollo:**Entry : >0TURzzBKnAMS30SEP-RETENTION LINE DUE COVID19**

Zz = operating carrier

N = number of pax without infant

AMS = issuing office city code

1V answer : 1 TUR GP BK1 PAR 30SEP - RETENTION LINE DUE COVID19

Other GDS:

Your PNR will be purged but keep the ticket number and use it as FOP in a new PNR when your passenger will know his date of travel (deadline for reissue 30SEP2020)

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