



Last updated: Monday, March 16 2020, 22:35 / 10:35 PM (WET)

Due to the current situation of Coronavirus (COVID-19), we have **extended the possibility of rescheduling your flight, without paying the associated change fee, for any TAP route and for any travel date.**

From now on, the **reservation change can be made up to 24 hours before the departure of your first flight**, rescheduling the new trip to any destination and flying until December 31, 2020.

If your journey is after the 31st of May 2020, we recommend that you await the development of the Coronavirus (COVID-19) situation, when your travel date is closer and if the pandemic persists, check with TAP to confirm what alternatives are available.

Our Contact Center is receiving an extremely high amount of calls and regret the inconvenience that this situation may cause our passengers. If your ticket is within the conditions mentioned on this page, we recommend that the **free change of your ticket be made online through [Manage Booking](#).**

Conditions for changes

1. Free change fee, but fare differential is charged when applicable;
2. Change can be for dates and/or routes, in accordance to the fare rules;
3. New travel date to depart until December 31, 2020;
4. Valid only for TAP operated flights;
5. Valid only for reservations in which no flight has been flown;
6. The validity period of the ticket cannot be extended;
7. New flight dates must be within the validity period of the ticket;
8. Valid for reservations with miles, change only through the Contact Center;
9. Valid for Corporate reservations.



How to rebook

Manage your booking online:

1. Click on [Manage Booking](#);
2. Insert your Booking code and Surname, in the corresponding fields, and Continue;
3. On the flight that you wish to change, go to Edit or Change;
4. Select the option Change flight schedule or date;
5. Select the new date and then the intended flight.

Confirm if the contact information in your booking is complete and up to date.

If you need assistance, you may contact our [Contact Center](#).

If your ticket was purchased through a travel agent, you must contact them directly in order to make any changes.

Angola

The Angolan Government has announced that as of 3 March 2020 foreign citizens arriving from China, South Korea, Iran, Italy, Nigeria, Egypt and Algeria will be barred from entering the country.

Austria

Austrian Authorities have decreed that as of 00:00/12:00 AM of March 16, 2020, air and train traffic to Switzerland, Spain and France will be suspended.



Travel warnings have also been applied passengers who have been in Hubei Province of China (People's Rep.), France, Iran, Italy, South Korea, Spain and Switzerland in the past 14 days and must have a medical certificate dated from a maximum of 4 days before their arrival in Austria.

The medical certificate confirm that the person is not affected by coronavirus (COVID-19), must be written in German or English and be in compliance with what has been stipulated by the Austrian Authorities [here](#).

Mandatory medical certificate does not apply to passengers with a British passport, nor the nationals of the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland (Rep.), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland.

Canada

The Government of Canada has determined that it will close the borders, starting March 18, 2020, for the entry of foreign passengers, except permanent residents and US citizens.

Czech Republic

TAP informs the Czech Government has decreed that at 00:00/12:00 AM of March 16th, 2020, Czech citizens will not be allowed to leave the country and foreigners (with the exception of residents) will not allowed to enter the Czech Republic.



Denmark

TAP informs that the Government of Denmark has decreed that foreign citizen will not be permitted entry to Denmark, as of 12:00/12:00 PM of March 14, 2020.

Hungary

Hungarian Government has decreed that, as of 00:00/12:00 AM March 17, 2020, Hungary will close its borders to all passenger transport and only Hungarian citizens will be allowed to enter.

Israel

TAP's operations between Lisbon airport and Telavive Airport is suspended between the March 11 and 27, 2020, as per the decision of the Israeli Government that has determined 14 days of quarantine for all who disembark in the country, which forces foreign citizens to provide their capability of domestic isolation.

Italy

In accordance with the decision of the Portuguese Government to suspend all flights to and from Italy, TAP informs that its operations between Portuguese and Italian airports are suspended between the March 11 and 27, 2020.

Morocco

TAP informs that the Marrocan Government has decreed the suspension of flights to and from Portugal, as of 8:00/8:00 AM of March 15, 2020.

Norway

TAP informs that the Norwegian Government has decreed a 14 day quarantine for all who disembark in the country and are not arriving from Finland, Denmark and Sweden.

Poland

TAP informs that the Polish Government has decreed the suspension of all international flights, as of 23:59/11:59 PM of March 14, 2020.



Azores and Madeira (Portugal)

As of March 14, 2020, all passengers on flights arriving to Azores and Madeira are obligated to comply with the mandatory quarantine period of 14 days, as determined by the Regional Health Authorities.

Passengers are also obligated to sign a declaration informing them that the non-compliance with this mandatory quarantine period is a crime of disobedience and, as such, a complaint will be filed with the judicial authorities.

In addition to this measure, all passengers arriving outside of the Azores and Madeira Region must fill out questionnaires to screen possible suspicious cases of infection of the new coronavirus COVID-19, a preventive measure that is being coordinated, in each airport, by the health delegates of the corresponding islands.

These questionnaires allow the determination of the existence of epidemiological and clinical criteria associated with COVID-19, in each of the passengers coming from abroad.

Whenever, the information provided in the questionnaires, which are completed before disembarking, leads to the validation of a suspicious case, that passenger is immediately isolated for screening, through laboratory tests.

If there is a refusal to complete the screening questionnaire, the passenger is automatically prevented from disembarking by the health officer.

Russian Fed.

Nationals of Italy are not allowed to enter Russian Fed.

Passengers arriving from Italy are not allowed to enter Russian Fed., except for those who are nationals of Armenia, Belarus, Kazakhstan, Kyrgyzstan and Russian Fed. or those who reside in Russian Fed.

Passengers who have been in China, France, Germany, Korea (Rep.) or Spain and are planning to stay in Moscow must report to the special hotline by phone. They must stay self-isolated in Moscow for a period of 14 days or for the duration of their stay if less than 14 days.



United States of America

Following the new travel guidelines set forth by the US Administration, all passengers who have stayed in the last 14 days (including transit/transfer) in the EU member states and the Schengen Area comprising 26 European states cannot be transported in the European-US direction and include 26 European states: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

The United Kingdom and Ireland added to the travel ban to the United States of America.

This restriction does not apply to:

United States citizens holding a United States Passport;

- Any alien who is the spouse of a U.S. citizen or lawful permanent resident;
- Any alien who is the parent or legal guardian of a U.S. citizen or lawful permanent resident, provided that the U.S. citizen or lawful permanent resident is unmarried and under the age of twenty-one;
- Any alien who is the sibling of a U.S. citizen or lawful permanent resident, provided that both are unmarried and under the age of twenty-one;
- Any alien who is the child, foster child, or ward of a U.S. citizen or lawful permanent resident, or who is a prospective adoptee who is seeking to enter the United States pursuant to the IR-4 or IH-4 visa classifications;
- Any alien traveling at the invitation of the United States Government for a purpose related to containment or mitigation of the virus;
- Any alien traveling as a non-immigrant pursuant to a C-1, D, or C-1/D non-immigrant visa as a crew member or any alien otherwise traveling to the United States as air or sea crew.



On board service - As of March 16, 2020, medium haul flights will operate without meal service. For your comfort, we recommend that you eat before boarding your flight.

Lisbon airport lounge temporarily closed.

Cancelled flights/Routes

Portuguese Islands	Porto - Funchal	20 Mar - 30 Apr	
	Porto Santo	20 Mar - 31 May	** NEW DATES **
Europe	Porto - Amsterdam	20 Mar - 30 Apr	
	Porto - Brussels	20 Mar - 30 Apr	
	Porto - Munich	20 Mar - 30 Apr	
	Porto - Geneva	04 Apr - 30 Apr	** NEW **
	Porto- Zurich	Now - Until 30 Apr (Exception 24 Apr)	** NEW **
	Rome / Milan-Malpensa / Venice / Bologna	Now - Until Apr 30	
	Florence	Now - Until Jun 04	
	Naples	Now - Until Jun 04	
	Nantes	20 Mar - 30 Apr	
	Alicante	Now - Until 09 Apr	** NEW DATES **
	Tenerife	Now - Until 09 Apr	** NEW DATES **
	Málaga	Now - Until 09 Apr	** NEW **
	Barcelona	Now - Until 09 Apr	** NEW **
	Bilbao	Now - Until 09 Apr	** NEW **
	Gran Canaria	Now - Until 09 Apr	** NEW **
	Madrid	Now - Until 09 Apr	** NEW **
	Porto - Madrid	Now - Until 09 Apr	** NEW DATES **
	Budapest	20 Mar - 28 Apr	
	Oslo	20 Mar - 28 Apr	
	Helsinki	20 Mar - 30 Apr	
	Copenhagen	* Pending	
	Warsaw	Now - Until 28 Apr	
	Prague	* Pending	
Moscow	* Pending		
South America	Porto - São Paulo	Now - Until Jun 16	
	Porto - Rio de Janeiro	Now - Until Jun 16	
	Porto Alegre	Now - Until Jun 30	
Africa and Middle East	Tel Aviv	Now - Until Apr 30	
	Conakry	Now - Until 15 Jun	
	Tangier	29 Mar - 15 Jun	
	Abidjan	29 Mar - 15 Jun	
	Accra (only non-stop)	08 Apr - 15 Jun	
	Casablanca	20 Mar - 30 Apr	
	Marrakech	20 Mar - 28 Apr	
United States of America	Washington	18 Mar - 30 Apr	
	Chicago	18 Mar - 30 Apr	
	San Francisco	18 Mar - 30 Apr	
	Porto-New York (Newark)	18 Mar - 30 Apr	
	New York (John F. Kennedy)	18 Mar - 30 Apr	