

COVID-19 Update – May 7 2020

Volotea policy for GDS reservations with cancelled flights

Dear Partner,

We hope you are well during these difficult times.

At Volotea we are working with the authorities, following all the guidelines provided by the WHO (World Health Organization) and EASA (European Aviation Safety Agency), **to ensure the health and safety of all our staff and customers.**

As you know we have been forced to cancel and modify our regular operations, we are very sorry for any inconvenience the COVID-19 outbreak may be causing you.

In case your flight has been cancelled by us, we offer you a **special travel voucher for the amount of your flight** (e-ticket full amount) **valid for the following eighteen (18) months.** The voucher is nominal, so there will be **one for each passenger/ticket** in the booking, and its usage must be done on **Volotea's website - you will find the option to use the voucher in the payment/checkout page.**

In order to issue your voucher(s), please follow these 2 steps:

- 1. Request your ticket refund via BSPlink**
- 2. Your voucher(s) will be available after 24 to 48 hours. You may issue your voucher(s) for several electronic tickets at the same time, as long as all of them belong to the same IATA Travel Agency, directly on following link:**
<https://www.volotea.com/en/travelagenciesrefund/>

Our team is at your disposal for any further queries and assistance.

Thank you for your patience and trust in Volotea.

Yours sincerely,

Volotea Sales Team



Update regarding Coronavirus (COVID-19) in Italy

Dear Partner,

First of all, **we are very sorry for any inconvenience or difficulty this crisis may be causing you and our common clients.**

At Volotea, the safety and the well-being of our employees and clients are the top priority for us, and we are working with the relevant authorities, following all the guidelines provided by WHO (World Health Organization) and EASA (European Union Aviation Safety Agency) to ensure the health of our staff and customers, minimizing any risk.

According to the latest measures implemented by the Italian Government, in order to eradicate the virus as soon as possible, we would like to inform you that we suspended our flights from/to Italy until April the 3rd.

In case of cancellation, travel agencies and passengers directly involved will be notified by e-mail and SMS using the contact details provided in their reservation.

In addition, and for your peace of mind, **we want to remind you about our available flexible policy** when booking your next flight during these days:

- **Free change fee policy** for flights booked before April 6th to fly between March 11th and June 15th: if your plans change or if you decide to postpone your travel between those dates, we will not charge you any fee to change your flights (though fare differences might apply).

Hopefully, this **policy will provide you with comfort and confidence so you can book your travel with us**, as this crisis will surely be over at some point.

Our team is at your disposal for any queries and further assistance.

Thank you for your patience and trust in Volotea.

Best Regards,
Volotea Sales Team

