



Member



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Dear Partners,

Maputo

N/Ref.: 040/DC/2020

09 April, 2020

Subject: Temporary Suspension of Direct Refund on GDS

Due to the spread of the COVID-19 novel coronavirus and its continuing impact on air travel services, we hereby to inform that, all Direct Refund on GDS's are temporarily suspended (with immediate effect), until further notice.

Therefore, all refunds must be requested via BSP link.

Additionally, we inform that the process may take between 03 and 12 months after request.

Please be assured of our full support during this difficult time for our industry, and please contact us if you have any queries.

Our Contacts:

Ethelpdesk: +258 21 468 740 ou e-mail: ethelpdesk@lam.co.mz

or

Linha do Cliente: 1737/839511737, e-mail: linhadocliente@lam.co.mz



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COMMERCIAL DIVISION

MEMO 04/DC-LAM/2020

SUBJECT: TICKETS CANCELATION & CHANGE POLICY - UPDATE

Due to Coronavirus (Covid-19) outbreak and the consequent measures to restrict movement (State of Emergency), LAM – Mozambique Airlines, wishes to inform the new travel policy, to all our passengers, who are holding **tickets issued until 03rd April 2020**, to **travel between 01st March and 30 June 2020**, the following:

- One free date change will be permitted provided that travel is until the 31st December 2020, thereafter the normal change fees will apply.
 - **The above case will be applicable to:**
 - Passenger who wish to anticipate the return flight date;
 - Passenger who wish to postpone their flight to more than 30 days after the original schedule flight;
 - Passengers affect directly by Covid-19, such as:
 - Passengers affected by mandatory quarantine;
 - Passengers affected by LAM's flight cancellations;
 - Passengers affected by flight cancellations by other airlines that have consequently impacted their flights on LAM.
 - Passengers who no longer wish to fly, can request a ticket refund. In this case, the refund will be processed as per fare rule.

Note that, the refund process can take between 03 and 12 months after request.

Note: For all other cases not covered by this instruction, shall be processed per fare rule.

Therefore, this instruction supersedes any other previous instruction/communication.

For more information please do not hesitate to contact us on, E: linhadocliente@lam.co.mz CEL: +258 839511737, or visit your local LAM office /travel agent.



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