

COVID-19 Travel Agent Advisories

For U.S. travel agency assistance or related questions and information, please call our Reservations Department at 800-367-5320

Travel waiver guidance

Full details about each travel waiver will be shared in the pages following.

Schedule changes will run through your respective GDS and guests will be auto-protected and re-accommodated on alternative flights, however guests will be provided with alternative options to choose from. Please refer to the policies associated to network schedule changes and suspensions [here](#).

Ticket re-issue

- Tickets must be re-issued using electronic tickets showing revised itinerary
 - Guests must arrive kiosk-ready for HA and for all partners
**Note: Do NOT use the word "INVOL" or anything similar anywhere on the ticket.
An ADM will result if INVOL is shown.**
- When fare re-calculation is not required:
 - Do not re-price the ticket
 - Revise the fare calculation only to show the new itinerary
 - Retain original fare basis codes, fare component amounts, fare break points and taxes
 - No fees or additional collections apply
 - No partial refunds apply
- When fare recalculation is required, all standard procedures apply
- Endorsement box must show waiver code

Travel waiver: Main Cabin Basic Flexibility

Active starting Aug. 17, 2021

Tickets issued after May 1, 2021

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2105 CHNG	SSR OTHS/SW21 WV2105 CHNG

Rebooking and reticketing criteria

Impacted Travel	Original Purchase Date	New Travel Must Commence (and travel credit used) No Later than	Additional Information
<p>Any Travel to/from/via:</p> <p>All Cities / Any Region</p>	<p>Ticket purchased between:</p> <p>May 1, 2021 and Aug.16, 2021</p> <p>Aug.17, 2021 and Oct. 31, 2021</p>	<p>Travel must be completed by Oct. 31, 2021.</p> <p>Within 1 (one) year of original ticket issuance (All Travel must be completed within 1 (one) year of original ticket issue date)</p>	<ol style="list-style-type: none"> 1. This waiver allows for changes without fees (no limit to the number of fee-waived changes a customer may make to a reservation) for new travel booked and travelled by original ticket purchase date parameters. 2. Any applicable fare difference will be collected for the new travel booked with each change through ticket expiration date. 3. Unused Value: For customers who choose to cancel their trip, the unused value of the ticket may be applied toward the purchase of a new ticket for new travel dates within original ticket purchase date parameters. Unused value must be of same value or higher fare rules do not allow for residual. 4. Valid ticket: waiver policy is valid only for HA (173) ticket stock tickets. 5. All applicable taxes at time of rebooking will apply.

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Travel waiver: travel flexibility and guests with existing bookings

Active starting Jan. 1, 2021 (revision April 21, 2021)

Tickets issued between Jan. 1 – April 30, 2021

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2027 CHNG	SSR OTHS/SW20 WV2027 CHNG

Rebooking and reticketing criteria

Impacted Travel	Original Purchase Date	New Travel Must Commence (and travel credit used) No Later than	Additional Information
<p>Any Travel to/from/via:</p> <p>All Cities / Any Region</p>	<p>Ticket purchased between Jan. 1, 2021 and April 30, 2021</p>	<p>Within 1 (one) year of original ticket issuance (All Travel must be completed within 1 (one) year of original ticket issue date)</p>	<ol style="list-style-type: none"> 6. This waiver allows for changes without fees (no limit to the number of fee-waived changes a customer may make to a reservation) for new travel booked and travelled within one (1) year of original ticket issuance. 7. Any applicable fare difference will be collected for the new travel booked with each change for departure through ticket expiration date. 8. Unused Value: For customers who choose to cancel their trip, the unused value of the ticket may be applied toward the purchase of a new ticket within one (1) year from the original ticket issuance date, without penalty. 9. Valid ticket: waiver policy is valid only for HA (173) ticket stock tickets.

Travel waiver: COVID-19 related network schedule changes and suspensions – Rebooking and reticketing criteria for fare difference waiver

Active starting Jan. 6, 2021 (revision July 30, 2021)

All tickets issued by travel agency partners must include the following waiver codes for flights impacted and notified through your GDS system as an automated schedule change, UN status, in the Endorsement/Waiver Box of the ticket and the PNR.

Flights impacted by a cancellation, suspension or major schedule change initiated on and after July 30, 2021

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2101 SKDCHG	SSR OTHS/SW21 WV2101 SKDCHG

Rebooking and reticketing criteria

Impacted Schedule Changes / Suspensions	Affected Travel Dates	To Receive a Waiver in Fare Difference, New Travel Must be Ticketed On/Before	Additional Information
<p>Travel on any HA flights impacted by schedule changes or flight suspensions initiated on July 30, 2021, until further notice</p> <p>Please refer to our schedule changes document here.</p> <p>Updated Schedule Change Policy Effective June 29, 2020</p>	<p>Flights and dates that are part of COVID-19 related changes or suspensions</p>	<p>Aug. 13, 2021</p>	<ol style="list-style-type: none"> 1. A waiver in fare difference will be provided to customers for travel up to 2 days before or 2 days after their originally scheduled outbound and return dates. 2. Fare difference can be waived for customers who choose to reroute on their originally scheduled outbound and return dates if the journey origin and destination remain the same in the same booking cabin. 3. Unlimited Changes to change your flight by August 13, 2021, to have change fees and fare difference waived; after August 13, 2021, applicable fare difference will apply. 4. Unused Value: Unused value of the ticket may be applied toward the purchase of a new ticket through ticket validity. For tickets issued before March 1, 2020, ticket validity extends through May 31, 2022. For tickets issued on/after March 1, 2020 ticket validity extends two (2) years from date of original ticket issuance. For tickets issued on/after Jan 1, 2021, ticket validity and travel extends one (1) year of original ticket issuance. 5. For Involuntary Schedule Changes (UN status), with no re-accommodation, refund options will be provided for affected itineraries in the affected travel date period that meet our schedule change policy. Please contact reservations at 800-367-5320 for questions regarding waiver information.

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Travel waiver: travel flexibility and guests with existing bookings

June 29, 2020 (revised)

Tickets issued before March 1, 2020

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2019 CHNG	SSR OTHS/SW20 WV2019 CHNG

Rebooking and reticketing criteria

Impacted Travel	Original Purchase Date	Affected Travel Dates	New Travel Must be Ticketed On/Before	New Travel Must Commence No Later Than	Additional Information
Any Travel to/from/via: All Cities / Any Region	Before March 1, 2020	March 1, 2020 through Feb. 28, 2021	May 31, 2022	May 31, 2022	<ol style="list-style-type: none"> 1. This waiver allows for changes without fees (no limit to the number of fee-waived changes a customer may make to a reservation) for new travel booked for departure and travel complete through May 31, 2022. 2. Any applicable fare difference will be collected for new travel booked, with each change, for departure through May 31, 2022. 3. Unused Value: For customers who choose to cancel their trip, the unused value of the ticket may be applied toward the purchase of a new ticket until May 31, 2022, without penalty. 4. Valid ticket: waiver policy is valid only for HA (173) ticket stock tickets. 5. All applicable taxes at time of rebooking will apply.

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Travel waiver: travel flexibility and guests with existing bookings

Sept. 3, 2020 (revised)

Tickets issued between March 1-Dec. 31, 2020

Required waiver code entry

Endorsement/Waiver Box	PNR SSR Field
WV2019 CHNG	SSR OTHS/SW20 WV2019 CHNG

Rebooking and reticketing criteria

Impacted Travel	Original Purchase Date	New Travel Must Commence (and travel credit used) No Later than	Additional Information
<p>Any Travel to/from/via:</p> <p>All Cities / Any Region</p>	<p>Ticket purchased between March 1, 2020 and Dec. 31, 2020</p>	<p>Within 2 (two) years of original ticket issuance</p>	<p>10. This waiver allows for changes without fees (no limit to the number of fee-waived changes a customer may make to a reservation) for new travel booked within two (2) years of original ticket issuance.</p> <p>11. Any applicable fare difference will be collected for the new travel booked with each change for departure through ticket expiration date.</p> <p>12. Unused Value: For customers who choose to cancel their trip, the unused value of the ticket may be applied toward the purchase of a new ticket for a period of up to two (2) years from the original ticket issuance date, without penalty.</p> <p>13. Valid ticket: waiver policy is valid only for HA (173) ticket stock tickets.</p>