

Travel Waiver for COVID-19 Related Network Schedule Changes and Suspensions



Waiver WV2018c SKDCHG - Applies to HA Flight Suspension advisories from February 26, 2020 until August 11, 2020

Waiver WV2018d SKDCHG - Applies to HA Flight Suspension advisories from August 12, 2020 until further notice

Update Sep 25, 2020

Hawaiian Airlines has made amendments to its International, U.S. Domestic and Neighbour Island flight schedules due to extended travel restrictions. For more information on our schedule changes, please visit hawaiianairlines.com.au/coronavirus or hawaiianairlines.co.nz/coronavirus. Agents with PNRs that have been impacted by these schedule changes will be notified via their GDS and will be required to take action. Please refer to the below options available to guests impacted by Hawaiian Airlines flight suspensions or schedule changes.

Applies to HA Flight Suspension advisories <u>from February 26, 2020</u> until further notice due to COVID-19				Option 1		Option 2	Option 3
				Date Change*		Travel Credit*	Refund*
Waiver	Travel	Ticket Purchase Date	Affected Travel Dates	Travel on or before December 16, 2020	Travel on or after December 17, 2020	Travel - within Ticket Validity	Eligibility Criteria Applies
WV2018c SKDCHG (suspension advisories pre August 11, 2020) / WV2018d SKDCHG (suspension advisories from August 12, 2020)	AU/NZ - HI AU/NZ - MUSA Other HA INTNL US DOM*	Any Date	HA Flights and dates that are part of Covid-19 related flight suspensions	Change fees and fare/tax difference waived . No limit to number of date changes. Rerouting permitted but fare difference will be collected .	Change fees are waived but fare/tax difference will be collected . No limit to number of date changes. Rerouting permitted but fare difference will be collected .	Unused value of ticket for purchase of new ticket.	Cancellation fees waived. Full refund.
If your reservation does not fulfil the criteria for WV2018c SKDCHG - standard fare rules apply.							

*Date Change		
Ticket Validity (issue date)	All date changes for new travel must be ticketed on or before December 16, 2020 Rebooking must be in lowest RBD / Same Cabin Live PNR must be present	
*Travel Credit		
Ticket Validity (issue date)	Note: No live booking, no PNR. Only the ticket number exists The Ticket Number is the Travel Credit. Tickets issued prior to March 01, 2020: Travel Credit is valid until May 31, 2022. Ticket issue and new travel must commence no later than May 31, 2022 Tickets issued on/after March 01, 2020: New Travel Must Commence (and travel credit used) within two years from original ticket issue date. Once travel credit is used to purchase new ticket, standard fare rules will apply.	
*Refund		
Refund Eligibility	Eligible for Refund - When HA has rebooked the itinerary to flights more than 2 hours before or after the originally scheduled departure or arrival time or when the city origin-destination pair has changed or when no alternative flight are available Ineligible for Refund - When the alternative booked itinerary is within 2 hours before or after the originally scheduled departure and arrival time and when the origin-destination city pair is the same the Ticket is only eligible for a Travel Credit	
Additional Information:		
Ticket Stock	173 Ticket Stock only	
US DOM*	Includes standalone HA Neighbour Island & HA Mainland USA Tickets sold in conjunction with HA a International Ticket	
Extra Comfort Seats (EMD-A)	Date Change	Extra Comfort EMD-A can be moved with itinerary changes - subject to seat availability.
	Travel Credit	If the original ticket is being used as a Travel Credit the Extra Comfort EMD-A can only be refunded. Extra Comfort can be repurchased when the Travel Credit is used
	Refund	If the original ticket is eligible for Refund the Extra Comfort EMD-A is also eligible for refund
The same waiver code applies for all above options. If a Travel Agent has purchased extra comfort seats, this can be submitted for refund by the agent via BSPLink. If a consumer has purchased extra comfort seats directly with HA, but the air ticket is managed by a travel agent - the customer or travel agent must email reservations@hawaiianair.com.au to process refund back to original form of payment		
Required Waiver Code Entry		
Endorsements Box	WV2018c SKDCHG	
PNR SSR Field	SSR OTHS/SW20 WV2018c SKDCHG	
Notes	Do NOT use the word 'INVOL' or anything similar anywhere on the ticket.	
Version Control WV20-18c	This version 20200701v1 replaces Waiver WV2018 and Waiver WV2018b	

Email: reservations@hawaiianair.com.au
Phone: AU - 1300 661 339 / NZ - 09 977 2227

For the latest updates please visit <https://www.hawaiianairlines.com/alerts/covid-19-travel-information>