

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

## Waiver **WV2101 SKDCHG** - Applies to HA Flight Suspension advisories from February 26, 2020 until further notice

Update 01 Jan 22

Hawaiian Airlines has made amendments to its International, U.S. Domestic and Neighbor Island flight schedules due to extended travel restrictions. For more information on our schedule changes, please visit [www.hawaiianairlines.com.au/coronavirus](http://www.hawaiianairlines.com.au/coronavirus) or [hawaiianairlines.co.nz/coronavirus](http://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 have action taken. Please refer to the below options available to guests impacted by Hawaiian Airlines flight suspensions or schedule changes.

Applies to HA Flight Suspension advisories and schedule changes ex AU / NZ from February 26, 2020, 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	For Travel on any HA operated flights impacted by schedule changes from 01 Feb to 31 March 2022	Travel - within Ticket Validity	Eligibility Criteria Applies
WV2101 SKDCHG	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* <b>No limit</b> to number of date changes within one ticket *Rerouting origin / destination or transit/stopover permitted but <b>fare difference and any extra taxes will be collected</b> . Any additional land arrangement costs will not be covered by HA.	Unused value of ticket for purchase of new ticket.	Cancellation fees waived. Full refund.

If your reservation does not fulfil the criteria for WV2101 SKDCHG - standard fare rules apply.

*Date Change	
Ticket Validity (issue date)	All date changes for new travel must be ticketed <b>on or before 31 Jan 22</b> , New travel dates needs to be up to 2 days before or 2 days after their originally scheduled outbound and return dates. Journey origin and destination must be the same other wise <b>extra fare and taxes could apply</b> Rebooking must be in same RBD or lowest RBD available / 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. Original change fee is waived. Tickets issued prior to March 01, 2020: Travel Credit is valid until December 31, 2022. Ticket issued and new travel must commence no later than December 31, 2022 Tickets issued on/after March 01, 2020 until December 31, 2020: New Travel Must Commence (and travel credit used) by December 31, 2022. Tickets issued on/after January 1 <sup>st</sup> , 2021, until December 31, 2021, New travel must commence (and travel credit used) by December 31, 2022 Once travel credit is used to purchase new ticket, standard fare rules will apply.
*Refund	
Refund Eligibility	<b>Eligible for Refund</b> - When HA has rebooked the itinerary to flights <b>more than 2 hours</b> 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. Full refunds to be done via BSP LINK with waiver code WV2101SKDCHG used. <b>Ineligible for Refund</b> - When the alternative booked itinerary is <b>within 2 hours</b> 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 Neighbor Island & HA Mainland USA Tickets sold in conjunction with HA a International Ticket
Extra Comfort Seats (EMD-A)	<b>Date Change</b> Extra Comfort EMD-A can be moved with itinerary changes - subject to seat availability.
	<b>Travel Credit</b> 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
	<b>Refund</b> 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 BSP Link. (Remark with waiver code: WV2101 SKDCHG) 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 <a href="mailto:nicholas.dew@hawaiianair.com">nicholas.dew@hawaiianair.com</a> to process refund back to original form of payment
Required Waiver Code Entry	
Endorsements Box	WV2101 SKDCHG
PNR SSR Field	SSR OTHS/SW20 WV2101 SKDCHG
Important Notes	<b>Do NOT use the word 'INVOL' or anything similar anywhere on the ticket. Please remove all passive sectors such as UN / HX from your GDS booking as soon as possible to avoid possible ADM.</b> Flights no longer required need to be cancelled prior to schedule departure in all situations, including getting a positive covid case within 24 hrs of travel.

Contacts:  
Res: AU – 1800 955 912 MZ – 0800 449 415  
For the latest updated please visit  
[www.hawaiianairlines.com.au/alerts/covid-19-travel-information](http://www.hawaiianairlines.com.au/alerts/covid-19-travel-information)  
[www.hawaiianairlines.co.nz/alerts/covid-19-travel-information](http://www.hawaiianairlines.co.nz/alerts/covid-19-travel-information)