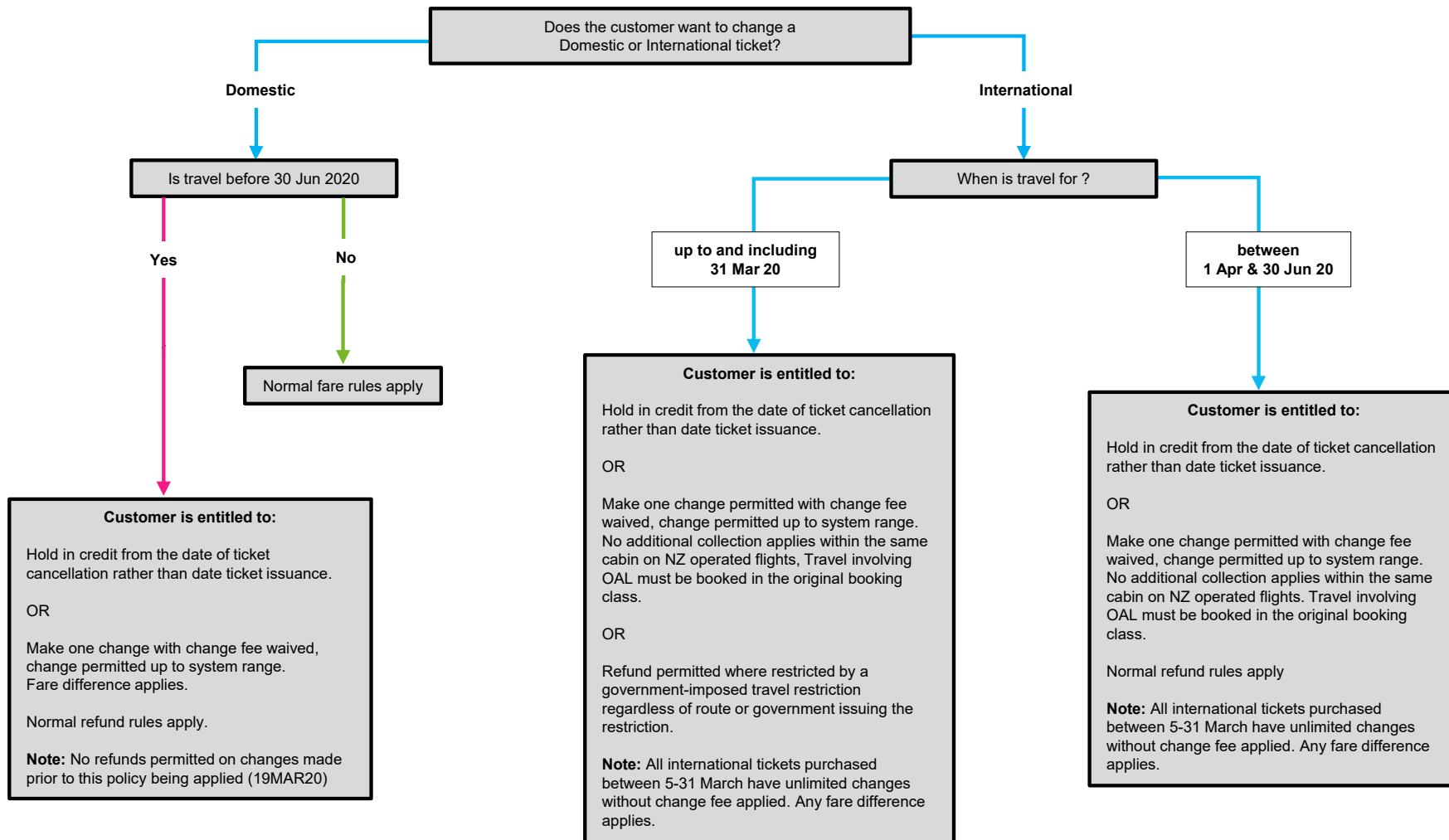




# Quick Reference Travel Trade Guide COVID-19 Flexibility Policy



The date of the first outbound journey dictates the flexibility policy to adhere to.  
All tickets held in credit can now be held in credit for 12 months from date of cancellation rather than from date of issue.