ADVERTISEMENT

EDITORS' PICK | Sep 2, 2020, 12:08pm EDT

Master List Of All Major International Airline Coronavirus Change And Cancellation Policies

Dia Adams Forbes Staff
Advisor Contributor Group
Personal Finance

Caroline Lupini Forbes Staff
Advisor Contributor Group
Personal Finance

Last updated September 2, 12:00 p.m. EST.

"What should I do about my trip?" It's a question we are hearing often. In the short term, for international travel the State Department and most countries have answered the question for you: stay home. Even with the global travel ban lifted, the vast majority of the globe is under a travel warning or will not allow Americans to enter.

For domestic travel, the answers aren't crystal clear. The best you can do is be sure you're making decisions based on the best available information. Unfortunately, finding the best available information is challenging because both airlines and governments are changing policies by the day.

At this point, airlines are asking you to delay contacting them to change your flights unless you are flying in the next 72 hours. If you can't get through via phone, try the airline's social media channels. Many rebookings or refunds can be processed over Twitter, Facebook Messenger or WhatsApp.

Recommended For You
U.S. Army Paratroopers Capturing Chinese Outposts? People's Liberation Army Scoffs At The Idea
Did You Get A Second Stimulus Check Today? Here's Why
Goldman Sachs Pays $3.1 Billion In 1MDB Scandal, Leaves Ex-Hip Hop Banker Behind

Keep in mind that if your flight departing from, arriving into or transiting the United States is cancelled by the airline, according to the US Department of Transportation you will be eligible for a cash refund, full stop. This policy also includes flights that incur major changes, such as adding a connection or a schedule change of more than two hours.

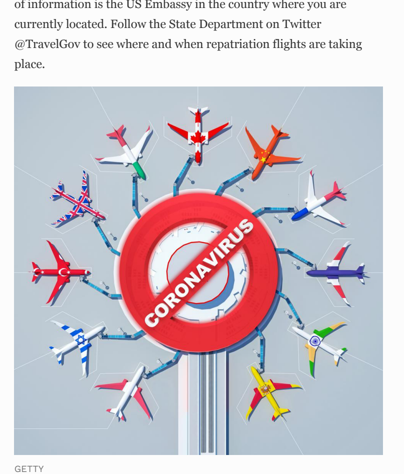
The European Union has a similar rule, commonly known as Rule 261, that provides for refunds for any flights that arrive into, travel through or depart Europe. On March 18, 2020 the European Union issued a clarification to Rule 261 reiterating that cancelled flights are eligible for refund to the original form of payment.

If your flight isn't in the next three days, it's in your best interest to wait as you'll have a better set of options available to you if your flight is actually cancelled vs. you initiating the change. There's no harm at this point in holding on to your ticket until a week or less before your departure date as chances are high your flight will have significant changes if it is not cancelled entirely.

It's in the airline's best interest to offer you "free changes" or a voucher as it prevents you from asking for a cash refund if/when the fight is cancelled. Some airlines, notably British Airways, have been accused of actively hiding the steps you can use to get a cash refund. Know your rights and don't settle for a voucher.

Things are fluid to say the least, but this list will be updated as the situation changes.

If you are trying to get home to the US from abroad, your best source of information is the US Embassy in the country where you are currently located. Follow the State Department on Twitter @TravelGov to see where and when repatriation flights are taking place.



GETTY

This list is long and we are continually adding to it. The fastest way to find your airline is to press Control + F (Windows) or Command + F (Mac) on your keyboard to bring up a search menu. Type in the name of the airline you are looking for.

Compare Travel Insurance Quotes for 2020
Get a Quote Now

U.S. Airlines

Alaska Airlines

Cancelled flights are eligible for full refund. Alaska is allowing no-fee changes and cancellations to the following:

- If you purchased a **Saver fare** for travel through December 31, 2020, you may cancel your trip without a fee and receive credit for future travel through one year of your original flight date .
- Tickets purchased between February 27, 2020 and December 31, 2020: Non-refundable first class, main cabin and award tickets may be changed for no fee, with new travel completed by November 30, 2021, or cancelled with travel funds placed into your Alaska Account or a credit card certificate via email. Fare difference applies.
- If you have a valid credit in your Wallet that was deposited before March 1, 2020, your booking expiration date will be extended by 6 months. You do not need to travel before that 6-month extension date – you just need to book your ticket by then.
- For those of you who cancel flights due to COVID-19 impacts between March 1 and August 31, 2020, the credits in your Wallet will be extended to purchase through July 5, 2021 for travel through May 31, 2022.
- Beginning January 1, 2021, change fees will be eliminated on Main and First Class fares everywhere Alaska flies.

Alaska Airlines' Full Policy

American Airlines

- Cancelled flights are eligible for refund. We are also seeing reports that American is offering a bonus for those customers who choose fight credit as opposed to a cash refund.
- Change fees for all domestic and short-haul international flying on Premium Cabin fares and most Main Cabin fares will be eliminated. Short haul international is defined as Mexico, the Caribbean and Canada.
- All AAdvantage® award tickets are included in this offer.
- Customers are allowed to change their origin and destination cities as part of this offer. If your new trip requires more money or miles, you'll need to pay the difference.
- Tickets booked through Business Extra or on a corporate agreement also permit name changes to the ticket in addition to the above.
- All customers will have the ability to fly standby on earlier flights for the same destination on the same day at no charge starting Oct. 1, 2020.
- Basic Economy fares now come with the ability to tailor your travel experience including upgrades, Preferred and Main Cabin Extra seats, priority boarding and same-day flight changes.
- AAdvantage® elite members will be able to apply their current travel benefits on all tickets, including when purchasing a Basic Economy fare.

American Airlines's Full Policy

Delta Air Lines

- Cancelled flights are eligible for refund.
- The elimination of change fees is effective immediately and includes tickets purchased for travel within the domestic U.S., Puerto Rico and U.S. Virgin Islands in Delta's First Class, Delta Premium Select, Delta Comfort+ and Main Cabin, with the exception of Basic Economy tickets.
- Delta will extend its waiver on change fees for newly purchased flights, including international flights and Basic Economy fares, through the end of the year and will extend its expiration on travel credits through December 2022 for tickets booked before April 17, 2020.
- Award flights that qualify for a change fee waiver will have mile redeposit fees waived.

Delta's Full Policy

Frontier Airlines

- Cancelled flights are eligible for refund.
- Bookings made before September 30, 2020 will be permitted a one-time change to travel plans without a fee, when the change is made 7 or more days prior to departure.
- If you cancel your itinerary, you will retain the value of your itinerary less the applicable cancel fee as a travel credit for use within 90 days of cancellation.
- You don't have to travel within 90 days, but you do have to book using your credit within 90 days. Your travel credit will be single-use with no residual value returned to you after use, and is not redeemable for cash.

Frontier's Full Policy

Hawaiian Airlines

Hawaiian Airlines has announced 3 flights daily to the mainland through the summer. Cancelled flights will be refunded.

- If you were unable to contact the airline to cancel or rebook your trip before your flight departure time, your ticket number automatically becomes credit for future travel if you do not take your scheduled flight.
- Tickets (including award flights) purchased between March 1 and September, 2020: No change fees for any changes made within two (2) years of the original ticket purchase date. A fare difference may apply.
- Tickets (including award flights) purchased before March 1, 2020 with travel dates between March 1, 2020 and Feb. 28, 2021: No change fees for rebooked travel that begins on or before May 31, 2022. A fare difference may apply.

Hawaiian Airlines' Full Policy

JetBlue

- Cancelled flights are eligible for refund.
- Book a new flight through October 15 and fees will be waived if you change or cancel. If you choose to rebook, you can do so on any flight through the end of our schedule. Fare difference may apply.
- We're waiving change/cancel fees for customers with existing bookings made through October 15. If you choose to rebook, you can do so on any flight through the end of our schedule. Fare difference may apply.

JetBlue's Full Policy

Southwest Airlines

- Southwest Airlines already offers the most generous change and cancellation policies in the airline industry. As long as you change your ticket ten minutes before flight time, you can get your flight re-booked or refunded into travel credit without penalty. You'll just have to pay any fare difference that applies when you re-book your flight. Note that travel funds are good for one year from original departure date and must be used by the person whose name is listed on the ticket.
- That said, Southwest has made special accommodations for COVID-19. If you would like to rebook, you may change your travel up to 60 days from your original flight. Flights that have seats available will display as "Available." However, if you want to rebook be sure to check the price of the new flight first. Many times it will be cheaper than what you paid for your original ticket. In that case, you are better off refunding your ticket and spending the travel funds you receive towards the new ticket.
- Customers' funds that have expired or will expire between March 1, 2020 and September 7, 2020, will now expire September 7, 2022.
- Any travel funds created because you cancel a flight between March 1 – September 7, 2020, will expire September 7, 2022.
- Southwest Airlines is also offering customers the option of converting travel funds into Southwest Rapid Rewards points.

Southwest's Full Policy

Spirit Airlines

Many of Spirit's international network services countries that have issued either travel bans for non-citizens or quarantine orders for people arriving into the country. Cancelled flights are eligible for refund.

Spirit is extending an offer of a one-time fee-free change or cancellation for flights booked until September, 2020. Fare difference will apply. If you choose to cancel, you will receive flight credit that is valid for six months. Note that this means you have six months to book your flight, so effectively you will have 9 to 12 months to use it based on how far in advance Spirit has posted its schedule.

Spirit's Full Policy

United Airlines

- United is permanently getting rid of change fees for most Economy and premium cabin tickets for flights within the U.S. This includes flights purchased for destinations in the continental US, Hawaii, Alaska, Puerto Rico and the U.S. Virgin Islands.
- You can change tickets for Basic Economy or international travel that are issued by December 31, 2020, without change fees.
- Electronic certificates are now valid for 24 months from the date they were issued. This includes all currently valid electronic certificates and all new ones issued on or after April 1, 2020
- A fare difference will apply for more expensive tickets. If the new ticket is cheaper than the one you purchased, the difference will not be refunded. In that case you are better off cancelling the ticket and rebooking at the cheaper price.
- Electronic certificates are now valid for 24 months from the date they were issued. This includes all currently valid electronic certificates and all new ones issued on or after April 1, 2020.
- Beginning January 1, 2021, any customer can stand by for an earlier flight for free. If a seat is available for that flight, we'll assign you one before departure. If your trip has a connection, you'll have to stand by for each flight individually. If you check a bag for your original flight, we'll work to load your bag onto your new flight, but it may not make the standby flight.
- Beginning January 1, 2021, if you're a MileagePlus Premier member, you have even more flexibility and may be able to confirm a seat on an earlier flight for no cost at all. The new flight will need to have the same origin and destination and be within 24 hours of the originally scheduled flight. The same ticketed fare class will also need to be for sale for you to make the same-day change. If the same fare class is not available, you'll have to pay the difference.

United's Full Policy

Other American Airlines

Air Canada

You can make a one-time change without a fee for all new or existing bookings made through September 30, 2020 for original travel between March 1, 2020 and September 30, 2021. If you booked directly with Air Canada and you need to cancel for any reason, you can convert your ticket to an Air Canada Travel Voucher that has no expiry date or to Aeroplan Miles with an additional 65% bonus miles.

Air Canada's Full Policy

Aerolineas Argentinas

Aerolineas Argentinas has suspended most flights until further notice. Only limited repatriation flights will take place. Cancelled flights that touch the United States or the European Union are eligible for refund to original form of payment. The government of Argentina has announced a suspension of international flights through at least September 2020.

- Tickets for flights not yet cancelled who wish to rebook may do so one time, with travel before December 31, 2021. Travel must be within the same high/low season designation or a fare difference will apply.
- Tickets purchased with miles + pesos may only obtain a refund.

Aerolineas Argentinas' Full Policy

AeroMexico

- Tickets purchased from March 1 to June 30, 2020 may be rebooked for a flight date up until April 30, 2021.

Tickets purchased July 1, 2020 and later have the following options:

- Use your complimentary change to rebook your flight with your new route/date, free of charge. If there is a fare difference, you must cover the cost.
- You can request a refund as an electronic voucher (EMD) for 115% of the value of your ticket before tax.
- Request a refund which you will receive within 12 months of your request in the form of your original payment. This is applicable as of July 1, 2021.

AeroMexico's Full Policy

Avianca

- If you have a ticket purchased before March 4 to fly before October 31, 2020, you can make multiple changes without penalty or fare difference, if your new flight is before November 30, 2020. You may make one change to travel after December 1, 2020 to fly until December 31, 2021 or may request a voucher.
- If you have a ticket purchased between March 4 and August 31, 2020 for any date you can make multiple changes without penalty or fare difference, if your new flight is before November 30, 2020. You may make one change to travel after December 1, 2020 to fly until December 31, 2021 or may request a voucher.

Avianca's Full Policy

Copa

- Copa is currently offering flexibility for tickets purchased on or before August 31, 2020. You can change your flight dates, use your ticket toward a future trip, or receive a refund of your ticket if permitted by the fare terms. Fare difference applies. Changes must be completed by December 31, 2020 and the new itinerary must end before December 31, 2021.
- If you choose to accept a voucher, you will receive a 20% bonus on the value of your ticket.

Copa's Full Policy

LATAM

- If your flight was not canceled or rescheduled, but you still don't want to travel, you're allowed to make a change of date one without penalty to fly until December 31, 2020 (although a fare difference may apply). For tickets purchased through May 20.
- Tickets purchased after May 20 may be changed one time without fare difference or change fees through end of 2021.

LATAM's Full Policy

WestJet

- Value of cancelled flights will be returned as a credit to your Travel Bank, valid for 24 months from the date of issue.
- If you change your flight, the difference in fare applies. If the new fare is less, the difference will be returned as a Travel Bank credit.
- For new bookings, WestJet is allowing a one-time fee-free change for all new flight bookings made between March 3, 2020 and September, 2020. The change must be made at least 24 hours before flight departure.

WestJet's Full Policy

European Airlines

Even as Europe slowly re-opens, many countries are still closed to American tourists. In cases of cancellation you are eligible for a refund according to EU Rule 261. We are hearing reports of some airlines steering customers towards accepting a voucher as opposed to making refunds available easily. Know your rights. If you want a refund for a cancelled flight, you are entitled to one.

European Arrival Restrictions

The most important thing to know is that U.S. citizens and legal residents **are** allowed to travel to the United States from Europe. However, U.S. citizens are not permitted to enter much of Europe.

Any U.S. citizen or lawful U.S. permanent resident returning to the United States who has traveled to one of the Schengen Area countries within the previous 14 days must enter the United States through an approved airport. The list of airports currently processing flights from COVID-affected areas are:

John F. Kennedy International Airport (JFK), New York

Chicago O'Hare International Airport (ORD), Illinois

San Francisco International Airport (SFO), California

Seattle-Tacoma International Airport (SEA), Washington

Daniel K. Inouye International Airport (HNL), Hawaii

Los Angeles International Airport (LAX), California

Hartsfield-Jackson Atlanta International Airport (ATL), Georgia

Washington Dulles International Airport (IAD), Virginia

Newark Liberty International Airport (EWR), New Jersey

Dallas/Fort Worth International Airport (DFW), Texas

Detroit Metropolitan Wayne County Airport (DTW), Michigan

Boston-Logan International Airport (BOS), Massachusetts

Miami International Airport (MIA), Florida

The European Union has limited travel from COVID affected areas, including the United States, meaning Americans are not able to visit EU countries. This list includes:

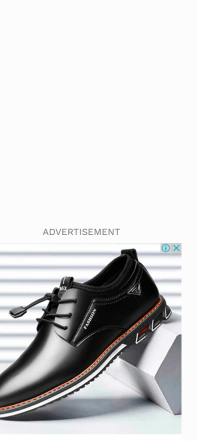
Austria

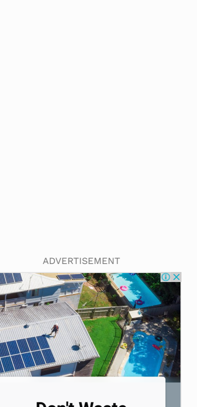
ADVERTISEMENT
Your Shocking Horoscope
Aries
Taurus
Gemini
Cancer
Leo
Virgo
Libra
Scorpio
Sagittarius
Capricorn
Aquarius
Pisces
Esmeralda
esmeralda-psychic.com

ADVERTISEMENT

ADVERTISEMENT
Your Shocking Horoscope
Aries
Taurus
Gemini
Cancer
Leo
Virgo
Libra
Scorpio
Sagittarius
Capricorn
Aquarius
Pisces
Esmeralda
esmeralda-psychic.com

ADVERTISEMENT

ADVERTISEMENT


ADVERTISEMENT


ADVERTISEMENT
Don't Waste Money On Solar
Get A Solar System For Your Home For $0 Upfront With Our Solar Billsaver Rescue Program.

ADVERTISEMENT

ADVERTISEMENT

ADVERTISEMENT

ADVERTISEMENT

ADVERTISEMENT

Belgium

Czech Republic

Denmark

Estonia

Finland

France

Germany

Greece

Hungary

Iceland

Ireland

Italy

Latvia

Liechtenstein

Lithuania

Luxembourg

Malta

Netherlands

Norway

Poland

Portugal

Slovakia

Slovenia

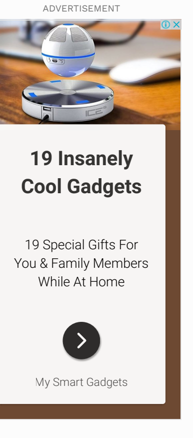
Spain

Sweden

Switzerland

United Kingdom

ADVERTISEMENT



ADVERTISEMENT

Aegean

- If you have booked a Flex or Business ticket then unlimited ticket changes with no rebooking fees are allowed and can be performed online (possible fare and tax difference applies)
- If you have booked a GoLight ticket before 18th of May and you have rebooked within the period of 18th of May and up to 15th of June, then your ticket is under the Flex category (since it was the only available fare in economy class from 18/05 to 15/6) and that means unlimited ticket changes with no rebooking fees are allowed and can be performed online (possible fare and tax difference applies).
- If you have a GoLight ticket booked after the 15th of June, then you are allowed to change the date, flight or route prior to departure with a charge of €40 (per passenger and per direction) at the same booking class or at the highest class available by paying the difference between the two fares plus €40 (per passenger and per direction). It is allowed only for the same fare group as the original (GoLight).

Aegean's Full Policy

Aer Lingus

Flights prior to December 31, 2020 may be rebooked without fees for travel through the end of 2021. Fare difference will apply.

Aer Lingus' Full Policy

Air Europa

Customers with tickets to or from the U.S. dated between March 1 and July 31, 2020 may rebook until 3/31/21 and only pay the difference in fare. You could also receive a voucher good for travel until 3/31/21. If you choose to redeem the voucher before September 30, 2020 for travel before December 31, 2020, you will receive a 50% discount on your flight purchase.

Air Europa's Full Policy

Air France/KLM

If you have purchased a ticket on or after 22 April 2020, you can change it at no extra cost regardless of the cabin/fare you have selected (Light, Standard or Flex) as long as the same cabin/fare is still available.

Air France/KLM's Full Policy

Alitalia

- All passengers who have purchased a ticket from 1 to 31 May for flights until 30 April 2021 can apply, before the scheduled date of the trip, for:
- A change of booking to travel by 30 April 2021 or within the maximum ticket validity period
- A refund with a voucher of equal value to the ticket purchased, valid for one year, to fly to any destination offered by Alitalia.
- All passengers who have purchased a ticket by May 31 for flights from 23 February to 30 June can apply, even after the scheduled date of the trip and until 31 August for: a change of booking to travel by 31 March 2021 or within the maximum ticket validity period or a refund with a voucher of equal value to the ticket purchased, valid for one year, to fly to any destination offered by Alitalia.
- All passengers who have purchased a ticket from 1 May to September 30, 2020 for flights until July 31, 2021 can apply for one change of booking (rebooking or change of destination), with possible fare repricing, to travel within 1 year from the original flight date or a voucher valid for one year from original flight date.

Alitalia's Full Policy

Austrian Airlines

Note the Lufthansa Group info below for rebooking options for upcoming flights.

British Airways

- You can change the dates and destination of your booking without incurring a change fee, although you will need to pay any difference in price (applies to bookings made from 3 March until 30 September 2020 for journeys that are due to have been completed by 31 August 2021).
- You may receive a voucher if you prefer not to rebook your ticket. Travel vouchers are now valid until 30 April 2022 (includes previously issued vouchers)

British Airways's Full Policy

Brussels Airlines

Note the Lufthansa Group info below for rebooking options for upcoming flights.

Brussels Airlines' Full Policy

EasyJet

- EasyJet has announced a slow resumption of flights starting on June 15. Flying will principally be on domestic routes across the UK and France alongside a minimal number of international routes. The airline expects to increase flying as customer demand continues to build and restrictions are relaxed.
- If you no longer intend to travel, you can transfer to any other flight with no change fee up to 14 days before departure. Fare difference may apply.

EasyJet's Full Policy

Finnair

Flights booked through December 31, 2020 may be rebooked without change fees. The latest day for making changes depends on when you booked your original ticket:

- For tickets booked between 1 April and 31 August 2020, please make changes latest 7 days before the departure of your booked flight.
- For tickets booked between 1 September and 31 December 2020, please make changes latest 3 days before the departure of your booked flight.

Finnair's Full Policy

Icelandair

- Cancelled flights that touch the EU or US are eligible for refund to original form of payment. Icelandair's website is steering people towards vouchers, but you are eligible for an actual refund if Icelandair cancels your flight. They may need to be reminded of this fact.
- You can also choose redeem your tickets into a voucher valid for three years.
- If you book your ticket on or before December 31, 2020, with a departure date up to and including September 30, 2021, you have the option to change your dates of travel.

Icelandair Full Policy

Iberia

- Customers whose flights operate to destinations with entry or quarantine prohibitions and who have purchased tickets between July 25 and August 31, may make changes without penalty until June 30, 2021. They may also obtain a voucher that can be used until December 31, 2021 with no blackout dates.
- LEVEL, Iberia's affiliate airline, has announced a 100% shutdown effective March 20, 2020.

Iberia's Full Policy

LOT Polish Airlines

LOT is allowing free rebooking for all individual tickets purchased before March 31, 2021, valid for travel to December 31, 2021. You now have the opportunity to change your departure date for any date before December, 31 2021 completely free of charge (the return date counts), provided that the new flight is on the same route and in the same booking class.

LOT's Full Policy

Lufthansa Group

- For bookings made until 19 April 2020, the Lufthansa Group airlines waive the rebooking fees for all newly booked flights worldwide and offer a one-time rebooking free of charge—regardless of the conditions of the original fare purchased. Passengers can in future rebook to a new travel date until 30 April 2021 without rebooking fees. Rebooking must be done by 31 August 2020. If the original fare is no longer available, the corresponding difference must be paid, but you will receive an up to €50 discount on this amount if the new travel date is on/before 31 December 2020.
- Tickets booked between 20 April and 15 May 2020 and with a confirmed travel date up to and including 30 April 2021 can be extended one time to a new departure date up to and including December 31, 2021. You can also rebook to another destination. The new flight must be booked by 31 August 2020.
- If you hold a ticket for a cancelled Lufthansa Group flight, you can keep the ticket without having to commit to a new flight date right away. Existing bookings will initially be cancelled, but the ticket and ticket value will remain unchanged and can be extended to a new departure date up to and including 31 December 2020. You can also rebook to another destination or get a refund if your flight is cancelled.
- For flights booked on or after August 25, all fares of the Lufthansa Group airlines worldwide can be rebooked free of charge (except for travel originating in Japan). This is part of your fare conditions, which you can view at any time. The departure and destination airports can also be changed. If the rebooked fare is more expensive due to a change of route or a necessary change of travel or booking class, an additional charge may be necessary.
- If you will accept a voucher for a cancelled flight, you will receive for every rebooked ticket a discount of $50 on the ticket price. Rebooking fees will still not be charged, regardless of which fare was booked. Should the rebooked fare be more expensive due to a change of destination (e.g. rebooking from short-haul to long-haul), change of class of travel or similar, an additional payment may be necessary despite the discount.

Lufthansa Group's Full Policy

Norwegian Airlines

- In the case of cancellation you are eligible for a full refund.
- If we have cancelled your flight and you don't want to travel, you can request a refund of your unused ticket, or choose CashPoints (voucher) and get an extra 20% that can be used for your next trip.
- If the flight has not been cancelled but you want to change it, you have the option to convert the value of your ticket to CashPoints (voucher)

Norwegian Airlines' Full Policy

Ryanair

Ryanair has announced gradual resumption of services for summer 2020.

- Any flight booked for July, August or September may be changed to another Ryanair Group flight departing before 31 December 2020 without any flight change fees.
- Passengers must pay any difference between the original fare paid and the fare available when they make the change (If the fare of the new flight is lower, Ryanair will not refund the difference.)
- The free flight change is not available on changes made within 7 days of the departure date of the original flight. Free flight changes can be made in respect of the route, date and time of the original flight.
- Changes can be made to only one one-way flight (outbound or return). If passengers have already taken the booked outbound flight, they may still change their return flight.

Ryanair Full Policy

SAS, Scandinavian Airlines

SAS is slowly resuming transatlantic service and now has flights to Newark, Chicago and San Francisco. Tickets for cancelled flights will be refunded.

- We are offering new rebooking opportunities when you buy a new ticket between 5 March-30 June 2020 for travel until 01 June 2021. The rebooking fee will be removed. You may still pay the fare difference if the new ticket is more expensive than your original one. Rebooking must be made latest 30 November 2020.
- If you've booked an international trip with departure scheduled before August 31, 2020, you can rebook your flight without having to pay a rebooking fee. If you opt to rebook, you can choose a new travel date up to 15 July 2021. Please note, however, that if you change to a higher fare type, you may need to pay the difference. The rebooking is only valid to and from the same destination as your original one.
- From 01 July 2020 we have increased our flexibility rules so that you can rebook free of charge in all SAS Plus ticket types if you book until 30 September 2020. The offer is valid on all SAS operated flights except for SAS charter flights.

SAS's Full Policy

TAP Air Portugal

- TAP has resumed limited transatlantic service, with flights to Boston and Newark in July, with service to Washington Dulles, Chicago, New York JFK and San Francisco to resume in August.
- If your first flight was until September 30, 2020, and as long as the ticket is issued until May 15, you can do a free change. Fare differences will apply, but TAP is also offering an additional discount of 25 EUR/USD or 100 EUR/USD to discount on the fare difference.
- For tickets issued between July 1 and September 30 of 2020, with an original travel date until November 30 of 2020 also have access to more flexibility and can take advantage of a free change.
- As of September 1, 2020, there is also the alternative, if your flight is cancelled, of opting for a refund through a voucher, where we are offering an additional 10% to the amount of the voucher.

TAP Air Portugal's Full Policy

Turkish Airlines

- Turkish Airlines is resuming limited service to 9 US destinations this summer.
- You can change domestic and international tickets purchased between March 21, 2020 and October 31, 2020 for another flight taking place by December 31, 2021 or you can change your ticket to an open ticket for use on another date. Passengers can make unlimited changes for bookings made between these dates.
- Tickets booked March 20, 2020 and before are eligible for change, conversion, or redemption for Turkish Miles and Smiles at the rate of 1 mile per Euro value of the ticket. Flights must be completed by February 28, 2021.
- Cancelled flights are eligible for refund, but Turkish is warning customers that it may take 60 days or more.

Turkish's Full Policy

Virgin Atlantic

- Virgin Atlantic is slowly returning to International service, with 17 additional destinations coming online this summer.
- For flights until November 30, 2020: you can rebook through November 30, 2020 without a fare difference in the same class, or with a fare difference through September 30, 2022.
- Flights for any date purchased between March 1 and September 30, 2020 may be rebooked for any date through September 30, 2022. Fare difference will apply.
- Virgin has announced, "If you can't get through to us before your flight we will apply the same policies when we get to you."
- Virgin Atlantic is also offering industry-leading COVID insurance at no additional cost.

Virgin Atlantic's Full Policy

Related: Compare & Buy Travel Insurance for 2020

Asian Airlines

Air China

Air China if offering very limited service for the foreseeable future, with one weekly flight to Los Angeles.

All flights purchased before January 28, 2020 are eligible for refund. That said, reports on social media indicate that Air China's customer service department is overwhelmed with requests and that refunds are slow in coming.

Air China Full Policy

All Nippon Airways (ANA)

Flights to and from Japan issued before August 28, 2020 for travel until October 31, 2020 are eligible for rebooking or refund. This includes flights that connect in Japan, which means this includes all flights from the United States.

ANA Full Policy

Asiana Airlines

Tickets purchased from March 10 to June 30 will be eligible for two fee-free rebookings or refund. Fare difference will apply.

Tickets purchased from July 1 to October 24, 2020 will be eligible for two fee-free rebookings. Fare difference will apply.

Asiana Airlines Full Policy

Cathay Pacific

All flights booked between March 9 to October 31, 2020 are eligible for free rebooking for one year after ticket issuance.

Cathay Pacific Full Policy

China Eastern Airlines

China Eastern is operating one flight weekly between Shanghai and New York.

China Eastern is allowing full refunds for all flights to and from the U.S. between January 24, 2020 and June 30, 2020.

China Eastern Full Policy

EVA Airways

Tickets booked before August 12, 2020 with travel dates till December 31, 2020 are eligible for one free rebooking. Fare difference will apply.

Eva Airways Full Policy

Japan Airlines (JAL)

All tickets to, from and through Japan issued on or before June 11, 2020 for travel until October 31, 2020 are eligible for rebooking or refund.

JAL Full Policy

Korean Air

- Tickets for travel until October 31, 2020 may be rebooked for a new flight date until February 28, 2021, but fare differences will apply.

Korean Air Full Policy

Malaysia Airlines

Tickets purchased on or before 31 July 2020 for travel this year, will now be valid for rebookings by 31 December 2020 for travel by 30 June 2021.

Selected destinations in Asia, the Middle East, and Europe are also eligible for rebooking or refund.

Malaysia Airlines Full Policy

Singapore Airlines

Singapore Airlines will award bonus flight credits to all customers who choose to retain their tickets as flight credits. Based on the original cabin class of travel, they will receive the following bonus flight credits when making a new booking: Economy Class SGD75, Premium Economy Class SGD100, Business Class SGD200, Suites / First Class SGD500.

Tickets booked between March 6 and October 31, 2020 are eligible for free re-booking with travel through one year of original ticket issue date. Fare differences will apply.

Singapore Airlines Full Policy

Thai Airways

At this time Thai is extending waivers to cities in Asia and Europe. If you are flying Thai to a destination other than Thailand, you may be eligible for rebooking. See full policy for details.

Thai Airways Full Policy

Middle Eastern Airlines

Emirates

Customers who made bookings on or before September 30, 2020 for travel until November 30, 2020 will be eligible for fee waivers on changes to their itineraries or a travel voucher with validity of 24 months from date of issue.

If you booked your flight after 10 June for travel after 1 July, you don't need to reconfirm your flight. However, if you booked your flight before 10 June for travel between 1 July and 15 September, you will need to contact Emirates to reconfirm your flight 21 days before your scheduled departure.

Full Emirates Policy

Etihad

Etihad rebooking and cancellation policy depends on location and if there are any travel restrictions at the departure location or destination are in place. Cancelled flights that touch either the United States or European Union are eligible for refund to original form of payment.

If you booked your flight before October 31, 2020 to travel any time, you can change your flight for free.

- Cancel your trip and save it for later with Etihad Credit. Etihad will reward you with up to US $400 and up to 5,000 Etihad Guest Miles, and you can travel any time before 31 October 2021.
- Passengers can request a cancellation if flights have been cancelled, are prohibited to travel by local authorities or are denied entry into destination due to travel restrictions. In this case, the refund is without penalty on the unused portion of any tickets.
- Refunds for all other ticket holders will be based on applicable fare rules
- Customers who made bookings with Etihad Guest miles are also eligible to cancel or rebook flights if their travel is impacted by COVID-19 restrictions.

Full Etihad Policy.

Royal Jordanian

- Royal Jordanian is offering the option to reissue the value of the ticket to an EMD (Electronic Miscellaneous Document), to be used for future bookings. However, if the flight touches either the U.S. or Europe it is subject to the regulations of those entities, which require a cash refund for cancelled flights.
- In addition, Royal Jordanian has a flexible booking policy for bookings between March 16 and September, 2020. They are eligible for rebooking, but not refund.

Royal Jordanian Full Policy

Qatar Airways

Qatar Airways deserves special recognition for the immense work they have done assisting passengers of may countries repatriate. To date, over 100,000 passengers have gotten home thanks to Qatar's efforts.

- You can change your travel date or destination free of charge, as often as you need, for travel until 31 December 2020 or convert into a voucher valid for two years. You can change your origin to another city within the same country or any other destination we fly to within a 5,000 mile radius of your original destination.
- Cash refunds are also permitted, but can take up to 30 days to process.
- If you cannot reach Qatar before your flight date, don't worry because you will still receive a voucher for future travel.

Qatar Full Policy

Pacific Airlines

Qantas

At this time Qantas has suspended 100% of US routes through March 2021 and expects to do so until at least July 2021. Cancelled flights are eligible for refund.

- Customers with existing bookings on any flight until October 31, 2020, who no longer wish to travel, can cancel their flight and retain the value of their booking as a flight credit. Cancellations must be processed by September 30, 2020. Flight credit is good until December 31, 2021.
- If you already have a credit, it will automatically be extended to December 31, 2021.
- This will most likely be extended since no flights to the United States are currently scheduled.

Qantas Full Policy

Air New Zealand

- Cancelled flights that touch the US or EU are eligible for refund.
- All tickets up to December 31, 2020 are eligible for rebooking or voucher. That said, it is in your best interest to wait until your flight is cancelled as then it will be eligible for refund.

Air New Zealand Full Policy

Air Tahiti Nui

If your tickets were issued for travel from March 12th through July 15th, 2020 and on LAX-CDG to 31 August, 2020, you may rebook new travel dates as follows:

- New travel may commence on or before December 31st, 2021.
- Tickets for the new travel date must be issued before September 30th, 2020.
- Change fee is waived.
- New booking must be for the same itinerary, booking class, and cabin.
- There may be an increase in tax or surcharge to be collected for the new travel dates.
- Please contact your travel professional or Air Tahiti Nui for more details. Seats may not be available on every flight and booking class restrictions apply.

Air Tahiti Nui Full Policy

Virgin Australia

Cancelled flights are eligible for refund.

Full Virgin Australia Policy

African Airlines

EGYPTAIR

Canceled tickets that touch the USA or EU are eligible for a full cash refund. That said, EGYPTAIR's website is saying that refunds may take up to 3 years (!).

- If you would like to change the travel dates; the amount you paid for your original ticket will be accepted on any date to the same destination with no additional fees for one time change only, even if this ticket had been expired within the suspension period, EGYPTAIR has already decided to extend all tickets validity till December 31, 2020 and all vouchers until December 31, 2021.

EGYPTAIR Full Policy

Ethiopian Airlines

Passengers whose travel date falls between 01 March - 30 November 2020 and tickets issued until September 30, 2020 are eligible to:

- Keep their ticket for travel until December 31,2021 (there is no need to call or email us to change the ticket, we will keep the ticket as open status for travels until December 31,2021 so that you can rebook it whenever you decide to travel)
- Request a travel voucher for trips up to one year ahead

Ethiopian Airlines Full Policy

Bottom Line

Based on the situation on the ground, it may be more likely that your flight gets cancelled than you having to rebook on your own. If your flight gets cancelled, you will be eligible for a cash refund. If you want to change your plans before flights are actually cancelled, these are the most recent policies.

Additional reporting by Kelly Anne Smith

Read More:

MORE FROM FORBES

Master List Of U.S. Airline Seating And Mask COVID-19 Policies

By **Becky Pokora**

- Cancelling Travel Due To Coronavirus? Your Credit Cards Insurance Might Help, But You Have Other Options
- These Credit Cards May Come In Handy If You Are Quarantined While Traveling Due To COVID-19
- Answers To Coronavirus & Travel Insurance Questions

Is CFAR Travel Insurance Worth It If You're Planning A Trip During This Outbreak Of Coronavirus?

Smart Financial Decisions Made Simple

Get the Forbes Advisor weekly newsletter for money advice, news and product reviews from a name you trust.

Enter e-mail address | Sign up

You may opt out at any time. Terms & Conditions and Privacy Policy

Full coverage and live updates on the Coronavirus

Dia Adams

I'm a real-life Mom of a teen and a tween in the DC Metro area. I've visited over 45 countries and lived in Thailand, China, and Ireland (where my son was born). My kids... **Read More**

Caroline Lupini

Caroline Lupini is the Credit Card and Travel Analyst for Forbes Advisor. She's a credit card enthusiast and digital nomad who has leveraged credit cards to travel around... **Read More**

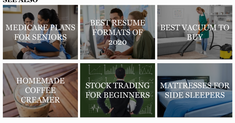
Print | Reprints & Permissions

ADVERTISEMENT

RELATED TOPICS

01. BEST MATTRESS FOR SIDE SLEEPERS
02. ONLINE WORK FROM HOME
03. BEAR MARKET PREDICTIONS
04. STOCK MARKET FOR BEGINNERS
05. VPN SERVICE PROVIDERS
06. EASY BANANA BREAD RECIPES

SEE ALSO



Seniors Love Posture Corrector

If your poor posture is causing you back pain, try this simple fix.