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airBaltic

BOOK WITH PEACE OF MIND

If your plans change,
we will change your ticket date



Chères agences,

Vous trouverez ci dessous une mise à jour de la procédure "agence" d'Air Baltic (la date limite de validité est la même pour le voucher et pour l'open-ticket) :

- Le voucher peut être échangé contre un billet d'avion à tout moment afin de terminer le voyage jusqu'au 31 décembre 2021 ;

- Open Ticket : les nouvelles réservations et les réémissions doivent être effectuées jusqu'au 31 décembre 2020 et les voyages jusqu'au 31 décembre 2021 (les deux dates limites sont prolongées).

- Flight **CANCELLATION** earlier than 1 day prior to departure – applicable only for tickets issued on **657 stock**

Rebooking of BT direct or BT-BT connecting flights	Similar BT-direct or BT connecting flights within original routing as originally booked, new flights within 14 days before or after original flight, same or next available RBD within same compartment (RBDs I, R, X, N must not be used.)
Rebooking of BT code-share or connecting interline flights	-Rebooking to BT operated direct or BT connecting flights within same routing if available, same or next available RBD within same compartment (RBDs I, R, X, N must not be used) -Rebooking to BT codeshare / OAL-operated flight as originally booked, new flight within 14 days before of after original flight, original carriers/RBDs only .
Schedule change	Mandatory elements for schedule change reissue based on IATA resolution 735d.
Reissue may be done by agent:	-Add endorsement SKCHG/CANX FLIGHT/DATE -Add S-in front of original fare calculation

OPEN ticket for future travel + 20 EUR discount per direction for new reservations via travel agency	<p>Passengers from cancelled flights, who do not yet know new travel date, can keep the original ticket value, use it towards purchase of a new journey, and receive 20 EUR discount per direction:</p> <p>-<u>New travel</u> will have to be finished by 31DEC21</p> <p>-<u>New booking and re-issue</u> must be completed on/before 31DEC20</p> <p>-Ticket can be issued to <u>different names and destinations</u>: Once ticket issued – all fares rules of the new ticket apply</p> <p>-This policy applies to 657 ticket stock and BT operated flights for both cancelled (MEMO) tickets and reissued tickets</p> <p>-NOTE –policy does not apply to IT fares</p> <p>The procedure is updated in the travel agent portal: https://agents.airbaltic.com</p>
Authorization	Not required
Refund may be done by <u>airBaltic</u>:	As Gift voucher for ticket value and extra EUR20 per passenger per direction with redemption and travel deadline till 31Dec, 2021. May be used via www.airbaltic.com or via <u>airBaltic</u> direct office. For more information contact Helpdesk
Refund may be done by agent:	Full refund only via BSP

- **Flight Schedule change earlier that 1 days prior to departure- applicable only for tickets issued on **657 stock****

Rebooking of BT direct of BT-BT connecting flights – only if missed connection or time change over 3 hours	Similar BT-direct or BT connecting flights within original routing as originally booked, new flight within 14 days before or after original flight, same or next available RBD within same compartment (RBDs I, R, X, N must not be used)
Rebooking of BT code-share or connecting interline flights	<ul style="list-style-type: none"> - <u>rebooking</u> to BT operated direct or BT connecting flights within same routing if available, same or next available RBD within same compartment (RBDs I, R X, N must not be used) - Rebooking to BT codeshare/ OAL-operated flight as originally booked, new flight within 14 days before or after original flight, original carriers/ RBDs only.
Reissue may be done by agent:	<p>Mandatory elements for schedule change reissue based on IATA Resolution 735d.</p> <p>-<u>add</u> endorsement SKCHG/CANX FLIGHT/DATE</p> <p>-<u>add</u> S-in front of original fare calculation</p>
Refund may be done by agent:	Only in case of misconnection or time change over 3h and only via BSP
Authorization	Not required
Refund may be done by <u>airBaltic</u>:	Only in case of misconnection or time change over 3h as Gift voucher for ticket value and extra EUR20 per passenger per direction with redemption and travel deadline till 31 Dec 2021. May be used via www.airbaltic.com or via <u>airBaltic</u> direct office. For more information contact Helpdesk

Toutes nos procédures sont mises à jour sur le site "agent de voyage" d'Air Baltic
: <https://agents.airbaltic.com>

N'hésitez pas à nous contacter pour toutes questions complémentaires

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