Solomon Airlines

Issued 30th September 2020

Covid-19 Ticket validity Extension

UPDATE 30th September 2020- extension (supersedes all previous advisories)

Private and confidential

With the current situation and suspension of our services until 10th January 2021. We understand that passenger servicing (e.g. rebooking) is not always possible around the original time of travel. To manage existing bookings and better serve our customers, Solomon Airlines has extended the validity of existing tickets as outlined below.

Authority waiver BNEIE101401/20 COVID-19 TKT EXTENSION

Eligible Customers:	Tickets Originally Issued on or before **28 March 2020** IE Ticket stock (193)
Impacted Travel Date(s):	passengers holding existing bookings to travel between **28 March –10 January 2021**
Customer options • 1 FOC change permitted • Flights no longer required must be cancelled prior to scheduled departure • Ticket can be held in credit until 1 December 2022 (ticket must be reissued and travel completed by 1 December 2022). New fare must be equal or higher than original fare • Any fare difference and tax must be paid by customer • Fares are subject to availability • No waitlist permitted • All other existing fare conditions of the original fare are applicable • valid on operated and Marketed IE flights and QF domestic flights as part of a through fare only-conditions apply.	
Reissue timeline	Reissues must be completed before **1st December 2022**
Travel Period	All travel must be completed before **1st December 2022**
Ticket expires	**1st December 2022**
Prerequisites for ticket extension	At least a flight segment with cancelled status, i.e. implying that a cancellation action has been done on the PNR. -Flight segments with issued documents -PNR must be ticketed. -Booking must contain at least one cancelled International segment
Galileo users	• contact your GDS for further information on PNR purge extension. • your ticket will be automatically extended • Rebook flights and reissue tickets as outlined in this document
Sabre users	• contact your GDS for further information on PNR purge extension. • your ticket will be automatically extended

The information above is correct at time of printing -and is subject to change without further notice

	• Rebook flights and reissue tickets as outlined in this document
Amadeus users	• your PNR will still be active and your ticket will be automatically extended • Rebook flights and reissue tickets as outlined in this document
Re-accommodation process	Agents will need to: • update the PNR to confirm the acceptance of the schedule change • check the itinerary meets minimum connecting times • confirm the e-ticket reflects the schedule change • provide your customer with an updated itinerary or e-ticket to reflect the flight change. • **SOLO Fares** -Rebook the IE flight in the same class as per the original ticket, if this class is unavailable please use alternative date. or upgrade to the next fare level -All fares are subject to availability. • **Promo fares** -Rebook in "T" class (subject to availability). -if this class is unavailable please use alternative date or upgrade to the next fare level. All fares are subject to availability.
Ticket Reissue	Coupons that have been affected by these changes shall be identified by one or more of the following codes on the ticket: involuntary reroute indicator 'I' Endorsement box contains 'IE AUTH **BNEIE101401/20 COVID-19 TKT EXTENSION** 'I' appears in the fare calculation area
Authority code	An authority must be placed in the endorsement box to avoid risk of Agent Debit Memo (ADM). The authority must include the standard remark **IE INVOL AUTH CODE BNEIE101401/20 COVID-19 TKT EXTENSION**
Contacts	For further information please contact our reservations team on 1800 894 311 or visit reservations@flysolomons.com
News Updates	**Latest News updates are available on our website** https://www.flysolomons.com
General	All existing conditions of carriage are applicable