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Exception Policy

# Coronavirus Situation - All International Travel - Bulletin 3

**TRAVEL EXCEPTION POLICY ADVISORY BULLETIN 3**  
**Coronavirus Situation - All International Travel - Bulletin 3**  
**ISSUED: April 14, 2020 11:30 AM ET**

**Please note: New Travel must be completed and tickets reissued on/before May 31, 2022.**

**Applies for tickets issued on or before April 14, 2020**

Delta Air Lines is extending its waiver to assist customers who may be impacted by the Coronavirus situation.

**Issued On:** DL 006 Ticket Stock

**Applicable to Travel On:** Delta / Delta Connection / DL coded KLM operated / KLM coded DL operated/ AF coded DL operated /DL coded AF operated

**Applicable to Reaccommodate On:** Delta / Delta Connection / DL coded KLM operated / KLM coded DL operated/AF coded DL operated /DL coded AF operated

**Date of Impacted Travel:** February 25 - **June 30, 2020**

**Affected Area(s) To/From/Through the following cities:**

- All International Flights (not including travel solely within the U.S. 50)

## Applicable Dates

### For Cabin to Cabin Travel

New travel must originate on or before: **June 30, 2020**

New travel must be rebooked no later than: **June 30, 2020**

Ticket must be reissued on or before: **June 30, 2020**

### For Class to Class Travel

New travel must originate on or before: **May 31, 2022**

New travel must be rebooked no later than: **May 31, 2022**

Ticket must be reissued on or before: **May 31, 2022**

## Event Waiver Codes:

- Use Waiver code **N9R8H** for rebooking cabin to cabin
- Use Waiver code **B3Z8F** for rebooking class to class
- Use Waiver code **K7M6L** to waive change fee only, provided:
  - New itinerary is rebooked/ticketed within all parameters of this policy
  - New itinerary is priced at current applicable fares and rules

## Required Documentation for Reissue

**\*\*Attention all GDS Users: PNR Documentation requirements now vary by GDS. Please review procedures below. \*\***

## Required Documentation for Worldspan (1P), Apollo (1V), and Galileo (1G) Users:

- If applying Rapid Reprice:
  - Do not add the waiver code; the waiver code will automatically be added to the endorsement box
  - It is no longer necessary to document the PNR with an OSI message
- If not applying Rapid Reprice, please follow the instructions below

## Required Documentation for Worldspan (1P), Apollo (1V), and Galileo (1G) when not applying Rapid Reprice and for all other GDS Users:

- Waiver code placement:
  - Waiver code should be placed in the ticket designator field if no other ticket designator is being used
  - If another ticket designator is being used, place the waiver code in the tour code box
  - If the tour code box is already in use, place the waiver code in the first position of the endorsement box
- PNR must be documented with the following OSI message:
  - OSI DL CHANGES PER CORONAVIRUS INTL 17MAR20

**Please Note:** DL/AF/KL/AZ/VS/VA travel exception policies may vary between carriers due to local operational circumstances and limitations (**Air France, Alitalia and Virgin Atlantic and Virgin Australia information is located at the end of this document**).

## Policy Information

Delta will waive administrative change fees and travel agents may rebook and reissue tickets provided the below guidelines are met and applied:

1. Travel has not commenced on the affected flight segment and the ticket has not been reissued by Delta
2. The first departure flight is more than 3 hours away
3. Customer has not checked in; if checked in, travel agent may contact Delta Sales Support or Delta Reservations for assistance.
4. Only one change is permitted under this policy (Bulletin #) without a change fee (Administrative Service Charge - ASC).
5. Tickets can only be reissued by the agency that originally issued the ticket
6. Bulk/Net Fare tickets must be referred to original issuing agent
7. Some affected itineraries may have been proactively rebooked and reissued. If assistance is needed with additional changes, please contact Delta.
8. Changes outside of these guidelines are subject to the reissue rules of the ticketed fare. This includes any applicable additional collection or administrative fees.

## Change to Origin / Destination

- Changes to Origin / Destination are permitted and subject to additional collection for the new itinerary. To reissue, apply the value of the unused flight coupon (s) and exchange to issue another ticket with the new origin/destination at current applicable fares. Collect any applicable fare difference at the time of reissue.
- Change fee may be waived provided ticket is reissued within policy guidelines, PNR is documented with OSI (**where required by GDS**) and the applicable change fee waiver code is applied.

## Minimum/Maximum Stay Requirements

Minimum/Maximum Stay Requirements may be waived under these circumstances:

- When a change to the outbound travel occurs, the unaffected return date may be changed to protect the original length of the trip. The return travel must be booked in the original class of service.
- Change fee may be waived provided ticket is reissued within policy guidelines. In addition, PNR must be documented with OSI (**where required by GDS**) and the applicable waiver code used and documented on ticket as noted above.

## Applicable Booking Class

Rebook permitted as indicated below:

- If new travel originates February 25, 2020 through **June 30, 2020**, book in same class if available. If same class is not available, ok to rebook in the next class available up to and including Y class for main cabin fares, or the highest available class for premium fares/cabins, P class for Premium Economy fares, F class for First Class fares and J class for Delta One® fares (cabin to cabin), if necessary.
  - Fare differences and change fee will be waived provided the ticket is reissued on/before **June 30, 2020**. In addition, PNR must be documented with OSI (**where required by GDS**) and the applicable waiver code used and documented on ticket.
- If new travel originates **July 1, 2020** through May 31, 2022, rebook permitted in same class of service as originally ticketed. (class to class).
  - Fare differences and change fee will be waived provided ticket is reissued on/before May 31, 2022. In addition, PNR must be documented with OSI (**where required by GDS**) and the applicable waiver code used and documented on ticket.
  - If same class is not available, rebook in new class of service. Any difference in fare between original ticket and the new ticket must be collected. Change fee will be waived provided ticket is reissued on/before May 31, 2022. In addition, PNR must be documented with OSI (**where required by GDS**) and the applicable waiver code used and documented on ticket.

If customers are unable to rebook or reissue their ticket within the given timeline, they can cancel their reservation and use the value of the ticket toward the purchase of a new ticket for a period of one year from the date of original issuance.

- Change fee may be waived if customers reissue tickets on or before May 31, 2022, provided ticket is reissued within policy guidelines. In addition, PNR must be documented with OSI (where required by GDS) and the applicable waiver code used and documented on ticket.
- Please note for tickets reissued after May 31, 2022, change fees will apply.

## Future Travel Rebooking Options

- Customers who reschedule their reservation for travel after May 31, 2022, and are able to reissue by May 31, 2022, may be subject to any applicable additional fare for their new itinerary; however, the change fee will be waived. In addition, PNR must be documented with OSI (where required by GDS) and the applicable waiver code used and documented on ticket.
- Please note for tickets reissued after May 31, 2022, change fees will apply.

## Enroute/Diversion

Connecting customers' enroute to one of the above-listed destinations or whose flights are diverted should work directly with the airport to rebook their travel.

## Refunds

If a customer's flight is cancelled due to this event, and no other alternate flights are acceptable, travel agents may refund a totally unused non-refundable ticket(s) through normal ARC/BSP processing.

## Required Documentation for Refunds

PNR must be documented with the following OSI message:

- OSI DL REFUNDED PER CORONAVIRUS INTL 17MAR20

Travel agents may also utilize the [Travel Agent Travel Exception Policy Online Refund](#) form to submit a refund request in the following cases:

- If a ticket has already been reissued by Delta or the ticket is partially used
- Travel agents whose customers contact them directly to initiate the refund

## Additional Information

Delta will continue to monitor this event waiver and adjust this policy if needed. Changes will be posted on the Delta Professional Travel Agency website and delta.com. Please check these sources frequently for the most up to date information or contact Delta Sales Support or [Delta Reservations](#) for assistance.

Delta encourages all customers to check [flight and gate status](#) prior to leaving for the airport.

***Delta's Travel Exception Policy may change at any time without advance notice.***

## AIR FRANCE

Travel agents may visit [AgentConnect.biz](#) for complete details and any applicable rebooking instructions whenever flight irregularities occur.

**Please note:** A login is required to access this information.

To find current flight changes and rebooking instructions on [www.AgentConnect.biz](#), from the top of the Home Page:

Select "News & Promotions" > "Schedule Changes" > "Instructions"

For additional assistance with rebooking, travel agents may call Global Sales Support or Air France Reservations in the US at 800-446-9708 in Canada at 800 363 5505 in Canada or go to [airfrance.com](#) to view contacts for Air France Reservations in other countries.

## KLM

Travel agents may visit [AgentConnect.biz](https://AgentConnect.biz) for complete details and any applicable rebooking instructions whenever flight irregularities occur.

**Please note:** A login is required to access this information.

To find current flight changes and rebooking instructions on [www.AgentConnect.biz](https://www.AgentConnect.biz) , from the top of the Home Page:

Select “News & Promotions” > “Schedule Changes” > “KLM” >”KL OCC Rebook Policies”

If you do not find the policy in the KL OCC Rebooking Policies section, use the “Back” key and select > “Flight Disruptions (klm.com)”

For additional assistance with rebooking, travel agents may call Global Sales Support or go to [klm.com](https://klm.com) and select “Contacts” from the Home page to view contacts for KLM Reservations in other countries.

**Please note:** A login is required to access this information.

## ALITALIA

Travel agents may visit [Alitalia’s agency site](#) for the most up to date information.

## VIRGIN ATLANTIC

Travel agents may visit Virgin Atlantic’s [vsflyinghub website](#) for the most up to date VSbulletin information.

## VIRGIN AUSTRALIA

Travel agents may visit [Virgin Australia’s agency site](#) for the most up to date information.