

VIETNAM AIRLINES' TICKET CHANGE AND REFUND POLICY IN RESPONSE TO COVID-19 CORONAVIRUS OUTBREAK

Updated 27th March, 2020

1. General terms and conditions:

Ticket change and refund are applied in the following cases:

- Tickets issued at Vietnam Airlines' ticketing offices, ticket agents, general sales agents, website or mobile app.
- Flights wholly or partly operated by Vietnam Airlines (flight number starting with VN).

2. Scope of application

2.1. Ticket change or cancellation due to passengers' voluntary change request

Itinerary	Ticket issue location	Date of ticket issue	Ticket refund Conditions	Ticket change Conditions
Including international flights	Unrestricted	On/Before 24 Mar 2020	Follow fare rules	<ul style="list-style-type: none"> - Rebooking: + Free of charge + New flight date: until 31st December 2020 + Fare differences, taxes, fees, charges and surcharges and other fees are to be paid by passengers. - "Go-show" (*): free of charge and fare differences, given the passenger board another Vietnam Airlines flight on the same segment before 24 March 2020. (* Go-show passenger: Passenger holding a ticket with no reservation, or having confirmed on one flight requests to board another flight on the same segment. Such flight is under stopped-booking status and passenger is accepted if space available at check-in closure time.

2.2. Ticket change or cancellation due to government regulations

Causes of changes / cancellations	Itinerary	Ticket issue location	Date of ticket issue	Ticket refund conditions	Ticket change conditions
<ul style="list-style-type: none"> – Border closures and flight bans imposed by governments. – Restrictions of entry, visa suspension, visa waiver policy suspension and/or entry ban due to government regulations. – Passengers undergoing mandatory quarantine due to government requirements. – Passengers who are not eligible for flight or entry due to government regulations. – Flights from/to infected areas cancelled to curb the spread of the Covid-19 pandemic. – Other causes due to regulations from governments and authorities that affect passengers' trip. 	Including international flight(s)	Unrestricted	On/Before 24 March 2020	<ul style="list-style-type: none"> – Tickets with non-refundable conditions: no refund applied – Other ticket types: free of charge 	<ul style="list-style-type: none"> – Free of charge – New flight date: until 31st December 2020 – Fare differences, taxes, fees, charges and surcharges and other fees are to be paid by passengers.
	Including domestic Vietnam flight(s)	Outside Vietnam			

Note:

- If passengers arrive in a place other than the destination stated on their ticket, and are required to undergo mandatory quarantine in accordance with government's regulations to curtail the spread of Covid-19, they are eligible for ticket change and refund at no extra charge.
- In case a flight departing from Europe / the UK, or a connecting flight with the original flight departing from Europe / the UK is cancelled: passengers are entitled to refund and rebooking free of charge. Fare differences, taxes, fees, charges and surcharges and other fees (if any) are to be paid by passengers.

2.2. Ticket change or cancellation due to government regulations (continue)

Itinerary	Causes of changes / cancellations	Ticket issue location	Date of ticket issue	Flight date		Ticket refund conditions	Ticket change conditions
				From	To		
Vietnam domestic flights including segment from/to Phu Quoc	Due to local cities/provinces temporarily halting receiving tourists because of Covid-19	Vietnam	Before 17 March 2020	17 March 2020	30 April 2020	Follow fare rules	<ul style="list-style-type: none"> – Tickets with rebooking condition: follow fare rules – Tickets with non-rebooking conditions: rebooking is available, fee applied as follow: <ul style="list-style-type: none"> + Before departure date: VND300,000 + After departure date: VND600,000 + New departure date must be on or before 30 June 2020
Vietnam domestic flights including segment from/to Con Dao	Due to local cities/provinces temporarily halting receiving tourists because of Covid-19	Vietnam	Before 22 March 2020	24 March 2020	30 April 2020	Follow fare rules	<ul style="list-style-type: none"> – Tickets with rebooking condition: follow fare rules – Tickets with non-rebooking conditions: rebooking is available, fee applied as follow: <ul style="list-style-type: none"> + Before departure date: VND300,000 + After departure date: VND600,000 + New departure date must be on or before 30 June 2020
Vietnam domestic flights including segment from/to Hue	Due to local cities/provinces temporarily halting receiving tourists because of Covid-19	Vietnam	Before 14 March 2020	14 March 2020	30 April 2020	Follow fare rules	<ul style="list-style-type: none"> – Tickets with rebooking condition: follow fare rules – Tickets with non-rebooking conditions: rebooking is available, fee applied as follow: <ul style="list-style-type: none"> + Before departure date: VND300,000 + After departure date: VND600,000 + New departure date must be on or before 30 June 2020
Vietnam domestic flights including segment from/to Quy Nhon	Due to local cities/provinces temporarily halting receiving tourists because of Covid-19	Vietnam	Before 16 March 2020	17 March 2020	30 April 2020	Follow fare rules	<ul style="list-style-type: none"> – Tickets with rebooking condition: follow fare rules – Tickets with non-rebooking conditions: rebooking is available, fee applied as follow: <ul style="list-style-type: none"> + Before departure date: VND300,000 + After departure date: VND600,000 + New departure date must be on or before 30 June 2020

Itinerary	Causes of changes / cancellations	Ticket issue location	Date of ticket issue	Flight date		Ticket refund conditions	Ticket change conditions
				From	To		
Vietnam domestic flights including segment from/to Tuy Hoa	Due to local cities/provinces temporarily halting receiving tourists because of Covid-19	Vietnam	Before 12 March 2020	13 March 2020	30 April 2020	Follow fare rules	<ul style="list-style-type: none"> – Tickets with rebooking condition: follow fare rules – Tickets with non-rebooking conditions: rebooking is available, fee applied as follow: <ul style="list-style-type: none"> + Before departure date: VND300,000 + After departure date: VND600,000 + New departure date must be on or before 30 June 2020

2.3. Form of refund and refund period for irregular flights

- **Refund in the original form of payment:** after 3 months since refund request submit date.
- **Refund in voucher form to use on your next trip:**
 - + Voucher refunds with immediate effect
 - + Refund value: If your ticket is issued on our website or mobile app: please contact onlinesupport@vietnamairlines.com, otherwise please contact your place of purchase. In both cases you can also contact [Vietnam Airlines' branches](#) for more information.
- **Other terms and conditions:**
 - + Voucher is valid for 12 months from the date of refund.
 - + The redeem value is only up to the amount listed on the voucher.
 - + Voucher is redeemable in the original form of payment. The refund value is based on original booking value.
 - + To use the voucher: If your ticket is issued on our website or mobile app: please contact onlinesupport@vietnamairlines.com, otherwise please contact your place of purchase. In both cases you can also contact [Vietnam Airlines' branches](#) for more information.