

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

*Updated 30<sup>th</sup> 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"> <li>- Rebooking:               <ul style="list-style-type: none"> <li>+ Free of charge</li> <li>+ New flight date: until 31<sup>st</sup> December 2020</li> <li>+ Fare differences, taxes, fees, charges and surcharges and other fees are to be paid by passengers.</li> </ul> </li> <li>- "Go-show" (*): free of charge and fare differences, given the passenger board another Vietnam Airlines flight on the <b>same segment</b> 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.</li> </ul>

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

Causes of changes / cancellations	Itinerary	Ticket issue location	Date of ticket issue	Ticket refund conditions	Ticket change conditions
<ul style="list-style-type: none"> <li>– Border closures and flight bans imposed by governments.</li> <li>– Restrictions of entry, visa suspension, visa waiver policy suspension and/or entry ban due to government regulations.</li> <li>– Passengers undergoing mandatory quarantine due to government requirements.</li> </ul>	Including domestic Vietnam flight(s) from 28 Mar 2020 to 29 Mar 2020	Vietnam	Unrestricted	Follow fare rules	<ul style="list-style-type: none"> <li>– Free of charge</li> <li>– Fare differences, taxes, fees, charges and surcharges and other fees are to be paid by passengers.</li> </ul>
<ul style="list-style-type: none"> <li>– Passengers who are not eligible for flight or entry due to government regulations.</li> <li>– Flights from/to infected areas cancelled to curb the spread of the Covid-19 pandemic.</li> <li>– Other causes due to regulations from governments and authorities that affect passengers' trip.</li> </ul>	Including domestic Vietnam flight(s) from 30 Mar 2020 to 15 Apr 2020	Vietnam	Unrestricted	Free of charge	<ul style="list-style-type: none"> <li>– Free of charge</li> <li>– Fare, tax/fee/charges difference are not collected if rebooking in the same service class and in the same common-rated domestic routes</li> </ul>

**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"> <li>– Tickets with rebooking condition: follow fare rules</li> <li>– Tickets with non-rebooking conditions: rebooking is available, fee applied as follow:               <ul style="list-style-type: none"> <li>+ Before departure date: VND300,000</li> <li>+ After departure date: VND600,000</li> <li>+ New departure date must be on or before 30 June 2020</li> </ul> </li> </ul>
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"> <li>– Tickets with rebooking condition: follow fare rules</li> <li>– Tickets with non-rebooking conditions: rebooking is available, fee applied as follow:               <ul style="list-style-type: none"> <li>+ Before departure date: VND300,000</li> <li>+ After departure date: VND600,000</li> <li>+ New departure date must be on or before 30 June 2020</li> </ul> </li> </ul>
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"> <li>– Tickets with rebooking condition: follow fare rules</li> <li>– Tickets with non-rebooking conditions: rebooking is available, fee applied as follow:               <ul style="list-style-type: none"> <li>+ Before departure date: VND300,000</li> <li>+ After departure date: VND600,000</li> <li>+ New departure date must be on or before 30 June 2020</li> </ul> </li> </ul>
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"> <li>– Tickets with rebooking condition: follow fare rules</li> <li>– Tickets with non-rebooking conditions: rebooking is available, fee applied as follow:               <ul style="list-style-type: none"> <li>+ Before departure date: VND300,000</li> <li>+ After departure date: VND600,000</li> <li>+ New departure date must be on or before 30 June 2020</li> </ul> </li> </ul>

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"> <li>– Tickets with rebooking condition: follow fare rules</li> <li>– Tickets with non-rebooking conditions: rebooking is available, fee applied as follow:               <ul style="list-style-type: none"> <li>+ Before departure date: VND300,000</li> <li>+ After departure date: VND600,000</li> <li>+ New departure date must be on or before 30 June 2020</li> </ul> </li> </ul>

### 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](mailto: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](mailto:onlinesupport@vietnamairlines.com), otherwise please contact your place of purchase. In both cases you can also contact [Vietnam Airlines' branches](#) for more information.