



TARIFFS NOTICE NUMBER: **TN 01-06-2020** TO ALL: PW BUSINESS PARTNERS
PW STATION MANAGERS
PW SALES OFFICES
PW REVENUE ACCOUNTS
PW PSAs/GSAs
TRAVEL PARTNERS

RE: Updated PW Waiver, Cancellation & Refund Policy due to Corona COVID-19

This tariff Note supersedes previous tariff notice issued on March regarding this subject and applies to tickets issued on or before 31st May 2020 for travel up to 30th September 2020.

All Bookings ticketed on/Before 31st May 2020 will be exempted from ticket change fees.

This change waiver applies to:

- All fare types, including groups
- All affected destinations
- All points-of-sale

REBOOKING CONDITIONS:

1. Must rebook/reissue ticket by 30th September 2020
2. Complete travel by 30th September 2021
3. Rebook same booking class with no additional collection and change fee waived.
4. Tickets to be endorsed" **COVID-19 PW FLT/DATE**
5. No show fee will apply at all times except when flight is canceled involuntarily by the airline. Previous No-Show passengers are not eligible for this waiver.
6. A maximum of 2 changes are permitted free of charge (**see condition 1**)

7. Customers can cancel their existing flight itineraries, retain the value of their tickets on an EMD and rebook their travel at a later date, when they are able to firm up their new travel plan (see condition 1).
8. PW reserves the right to withdraw or revise the conditions with notice.

NB: The above waivers are only applicable in JRO/ZNZ, ARK/ZNZ, NBO/ZNZ, DAR/NBO, DAR/EBB, JRO/EBB and NBO/JRO vv only.

Cancellations

1. Refunds will only be possible via EMD that will be valid for 12 months from the date of issue. Passengers can cancel the current booking and get an EMD that will be valid for 12 months from the date of issue to be used against purchase of a new ticket
2. Customers who do not want to take advantages of the above option may still submit their tickets for refunds which will be processed according to the fare rules and conditions. However, due to the current situation, we ask for understanding as there will be delays in processing refund requests.

For queries contact: **contactcentre@precisionairtz.com**

Be guided accordingly and ensure this Tariff Notice is circulated to ALL your respective Sales/Check in Offices, Travel Agents and GSAS.

ISSUED BY: REVENUE MANAGEMENT TN NO: 01/06/2020
ISSUED ON: 25/06/2020 EFFECTIVE: IMMEDIATELY

Checked by: Straton Mushi (Manager – Revenue Management)	Approved by: Lilian Massawe (HOD - Commercial & Ground Services)
Date: 26TH JUN 2020	Date: 26TH JUN 2020