



## Updated COVID-19 POLICY AND PROCEDURES

Revised April 28, 2020

Dear Travel Partners,

We remain committed to assisting our Agency Partners in rebooking our mutual customers with travel affected by the COVID-19 pandemic and we continue to adjust our policy in order to give our customers more flexibility.

The flexible rebooking and cancellation policy was extended to include original travel through September 30, 2020, for all tickets issued by May 15, 2020. Please take note of the extra flexibility:

- **Rebooking option for original travel through September 30, 2020, with new travel permitted through February 28, 2021**
- **Voucher option for clients not ready to rebook, only for original travel through June 30, 2020**

**Scenario 1:** Customers requesting changes/cancellation for flights that were not cancelled by TAP- original travel through September 30, 2020

**Scenario 2:** Customers affected by flights cancelled by TAP (status UN)

[Download Complete Procedures in PDF HERE](#)

If you have questions not answered by the procedures in Scenarios 1 and 2, or encounter difficulty in rebooking/repricing, please contact our Agency Help Desk:

**TAP Air Portugal Agency Helpdesk for USA and Canada, Monday to Friday: 09:00AM – 05:00PM:**  
[tapusa@tap.pt](mailto:tapusa@tap.pt)

Please consult [https://www.tapagents.com/Partners\\_UI/](https://www.tapagents.com/Partners_UI/) for the latest updates on our policies and procedures.

We hope you are well and thank you for your continued support,

**TAP Air Portugal North America Sales Team**

**SCENARIO 1: CUSTOMERS REQUESTING CHANGES/CANCELLATION FOR FLIGHTS THAT WERE NOT CANCELLED BY TAP**

**REVISED APRIL 28, 2020**

Refer to [https://www.tapagents.com/Partners\\_UI/](https://www.tapagents.com/Partners_UI/) for updates

**Applicability:**

- ORIGINAL TRAVEL DATE THROUGH **SEPTEMBER 30, 2020**
- ORIGINAL TICKETS ISSUED UNTIL **MAY 15, 2020**
- Flights that were not cancelled by TAP, but customer not traveling as planned
- All Fares (No exclusions)
- All Destinations
- Tickets issued on TAP (047) only

CHANGES, CANCELLATIONS, REISSUANCES	NEW TRAVEL DATES	VOUCHER OPTION																														
<ul style="list-style-type: none"> <li>• <b>A one-time rebooking is allowed waiving change fee</b></li> <li>• Original booking must be cancelled or rebooked at least 24 hours before original travel date</li> <li>• Tickets may remain open if the booking is cancelled at least 24 hours prior to departure and new travel booked at later date.</li> <li>• We recommend inserting an entry to keep the PNRs/Record Locators active in the GDS.</li> </ul> <table border="1" data-bbox="74 772 670 911"> <thead> <tr> <th colspan="2">ENTRIES TO KEEP PNR ACTIVE IN GDS</th> </tr> </thead> <tbody> <tr> <td>Amadeus: RU1AHK1LIS31DEC / KEEP BOOKING ACTIVE COVID</td> <td></td> </tr> <tr> <td>Sabre: 0 OTH YY GK1 LIS 13OCT</td> <td>Note: Sabre date=current date + max 180 days</td> </tr> <tr> <td>Galileo: RD.T / 31DEC * KEEP BOOKING ACTIVE COVID</td> <td></td> </tr> <tr> <td colspan="2">Worldspan and Apollo: Please check with your GDS Help Desk</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• For tickets which remain open new bookings must be confirmed, and tickets reissued until August 31, 2020</li> <li>• <b>For new travel through July 31, 2020 all reservations will have a 3-hour ticketing time limit</b></li> <li>• No change fee applies</li> <li>• Changes in dates and/or Routing permitted</li> <li>• If new itinerary prices the same as original ticket or lower, process as an even exchange (there is no residual value for itineraries that price lower)</li> <li>• Difference in fare, fuel surcharge, and airport taxes may apply if new itinerary prices higher than original ticket. Example:</li> <li>• Same route and same RBD = NO ADC</li> <li>• Different route and /or different RBD = RECALCULATE and CHARGE DIFFERENCE</li> <li>• <b>DISCOUNT OFFER ON NEW ITINERARY FOR REISSUED TICKETS</b></li> <li>• Discounts deducted from recalculated itineraries</li> <li>• USD100/CAD100 discount on long-haul flights*</li> <li>• USD25/CAD25 discount on medium-haul flights**</li> </ul> <table border="1" data-bbox="74 1581 646 1717"> <thead> <tr> <th>EXAMPLE OF CALCULATION</th> <th>NEW TKT VALUE</th> <th>ORIGINAL VALUE</th> <th>DIFFERENCE</th> <th>ADDITIONAL COLLECTION AFTER DISCOUNT APPLIED</th> </tr> </thead> <tbody> <tr> <td>WITH USD100 DISCOUNT</td> <td>USD900</td> <td>USD700</td> <td>USD200</td> <td>(200-100) = USD100 ADC</td> </tr> <tr> <td></td> <td>USD900</td> <td>USD875</td> <td>USD25</td> <td>NO ADC</td> </tr> <tr> <td></td> <td>USD900</td> <td>USD900</td> <td>0</td> <td>NO ADC</td> </tr> </tbody> </table> <p>* United States, Canada, Africa (Luanda and Maputo), Brazil and Venezuela</p> <p>** Flights within Portugal, Europe and Africa (except Luanda and Maputo)</p> <ul style="list-style-type: none"> <li>• EMDs issued for ancillary services can be transferred to new bookings, alternatively if EMD is expiring a voucher for the total value can also be requested and then used to purchase services in new booking</li> <li>• Endorsement/Waiver Code: CV19TPOFFER</li> </ul>	ENTRIES TO KEEP PNR ACTIVE IN GDS		Amadeus: RU1AHK1LIS31DEC / KEEP BOOKING ACTIVE COVID		Sabre: 0 OTH YY GK1 LIS 13OCT	Note: Sabre date=current date + max 180 days	Galileo: RD.T / 31DEC * KEEP BOOKING ACTIVE COVID		Worldspan and Apollo: Please check with your GDS Help Desk		EXAMPLE OF CALCULATION	NEW TKT VALUE	ORIGINAL VALUE	DIFFERENCE	ADDITIONAL COLLECTION AFTER DISCOUNT APPLIED	WITH USD100 DISCOUNT	USD900	USD700	USD200	(200-100) = USD100 ADC		USD900	USD875	USD25	NO ADC		USD900	USD900	0	NO ADC	<ul style="list-style-type: none"> <li>• <b>New travel must commence by February 28, 2021, for totally unused tickets.</b></li> <li>• <b>New travel must commence by December 30, 2020, or by the validity date of the original ticket (12 months from date of issue), whichever is earlier for partially used tickets.</b></li> <li>• Customers uncertain of their new travel dates have the option to request a <b>Voucher to be used for future purchases on TAP, for tickets with original travel through June 30, 2020</b></li> <li>• For original tickets with Codeshare or Interline flights operated by other carriers, a voucher must be issued and used for the purchase of new ticket</li> </ul>	<ul style="list-style-type: none"> <li>• All vouchers will have a <b>validity of 2 years</b>, including those vouchers issued prior to April 9, 2020</li> <li>• As of April 9, 2020, <b>for tickets with original travel through June 30, 2020 only, the voucher is issued for the value of the fully unused ticket, plus a 20% bonus</b> <ul style="list-style-type: none"> <li>○ Ex. For a ticket with a value of \$500 the voucher is issued with a value of \$600.</li> </ul> </li> <li>• Vouchers can be requested through <a href="https://reembolsos.flytap.com/RefundsWAR/">https://reembolsos.flytap.com/RefundsWAR/</a></li> <li>• Vouchers are non-refundable</li> <li>• Can be used to purchase travel or services on flights operated by TAP only</li> <li>• Can be used in full or in part, and remaining balance can be used for other purchases within the period of validity</li> <li>• Vouchers are transferable, with authorization of the holder</li> <li>• Vouchers can only be redeemed through TAP channels on flytap.com or TAP's Call Center, by either the Agency or the Customer</li> <li>• Tickets issued through TAP channels, using a voucher as full or partial payment, will be considered as revenue generated by the Agency for the purpose of calculation of Agency incentives</li> </ul>
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**SCENARIO 2: CUSTOMERS AFFECTED BY FLIGHTS CANCELLED BY TAP (STATUS UN)**

**REVISED APRIL 28, 2020**

Refer to [https://www.tapagents.com/Partners\\_UI/](https://www.tapagents.com/Partners_UI/) for updates

**Applicability**

- Tickets with flights cancelled by TAP
- All Fares (No exclusions)
- All Destinations
- Tickets issued on TAP (047) only

CHANGES, CANCELLATIONS, REISSUANCES	NEW TRAVEL DATES	VOUCHER OPTION										
<ul style="list-style-type: none"> <li>• <b>A one-time rebooking is allowed without cost</b></li> <li>• <b>For same route or different city in same country</b>, rebook in same Cabin, same RBD (Booking Code) or lowest available, no additional costs apply, keep same fare construction on the new ticket</li> <li>• <b>For new travel through July 31, 2020 all reservations will have a 3-hour ticketing time limit</b></li> <li>• Tickets may remain open and booking confirmed, and tickets reissued at later date within validity of original ticket</li> <li>• We recommend inserting an entry to keep the PNRs/Record Locators active in the GDS</li> </ul> <table border="1" data-bbox="74 900 638 1031"> <thead> <tr> <th colspan="2">ENTRIES TO KEEP PNR ACTIVE IN GDS</th> </tr> </thead> <tbody> <tr> <td>Amadeus: RU1AHK1LIS31DEC / KEEP BOOKING ACTIVE COVID</td> <td></td> </tr> <tr> <td>Sabre: 0 OTH YY GK1 LIS 13OCT</td> <td>Note: Sabre date=current date + max 180 days</td> </tr> <tr> <td>Galileo: RD.T / 31DEC * KEEP BOOKING ACTIVE COVID</td> <td></td> </tr> <tr> <td colspan="2">Worldspan and Apollo: Please check with your GDS Help Desk</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• EMDs issued for ancillary services can be transferred to new bookings, alternatively if EMD is expiring a voucher for the total value can also be requested and then used to purchase services in new booking             <ul style="list-style-type: none"> <li>• Endorsement/Waiver Code: CV19TP</li> </ul> </li> </ul>	ENTRIES TO KEEP PNR ACTIVE IN GDS		Amadeus: RU1AHK1LIS31DEC / KEEP BOOKING ACTIVE COVID		Sabre: 0 OTH YY GK1 LIS 13OCT	Note: Sabre date=current date + max 180 days	Galileo: RD.T / 31DEC * KEEP BOOKING ACTIVE COVID		Worldspan and Apollo: Please check with your GDS Help Desk		<ul style="list-style-type: none"> <li>• <b>New travel must commence by February 28, 2021, for totally unused tickets</b></li> <li>• <b>New travel must commence by December 30, 2020</b>, or by the validity date of the original ticket (12 months from date of issue), whichever is earlier <b>for partially used tickets.</b></li> <li>• Customers uncertain of their new travel dates have the option to request a Voucher to be used for future purchases on TAP</li> <li>• For original tickets with Codeshare or Interline flights operated by other carriers, a voucher must be issued and used for the purchase of new ticket</li> </ul>	<ul style="list-style-type: none"> <li>• All vouchers will have a <b>validity of 2 years</b>, including those vouchers issued prior to April 9, 2020</li> <li>• <b>As of April 9, 2020, for tickets with original travel date through June 30, 2020 only</b>, the voucher is issued for <b>the value of the fully unused ticket, plus a 20% bonus</b> <ul style="list-style-type: none"> <li>○ Ex. For a ticket with a value of \$500 the voucher is issued with a value of \$600</li> </ul> </li> <li>• <b>For original travel dates between July 1, 2020 and September 30, 2020</b>, the voucher is issued for the <b>value of the fully unused ticket</b></li> <li>• Voucher can be requested through <a href="https://reembolsos.flytap.com/RefundsWAR/">https://reembolsos.flytap.com/RefundsWAR/</a></li> <li>• Can be used to purchase travel or services on flights operated by TAP only</li> <li>• Can be used in full or in part, and remaining balance can be used for other purchases within the period of validity</li> <li>• Vouchers are transferable, with authorization of the holder</li> <li>• Vouchers can only be redeemed through TAP channels on flytap.com or TAP's Call Center, by either the Agency or the Customer</li> <li>• Tickets issued through TAP channels, using a voucher as full or partial payment, will be considered as revenue generated by the Agency for the purpose of calculation of Agency incentives</li> <li>• If the Customer does not use the voucher, a <b>refund of the original value of the ticket</b> may be requested at any time during the validity period of the voucher. If a refund is requested the 20% bonus is not refundable.</li> <li>• <b>If rebooking or voucher options are not accepted by the Customer a refund can be requested.</b> We are unable to estimate how long it will take for refund to be processed, due to the current situation with increase in requests and staff reduction             <ul style="list-style-type: none"> <li>○ For Canada, request refund through BSP Link, noting that the passenger did not accept rebooking or voucher options</li> <li>○ For USA request refund by email to <a href="mailto:tapusa@tap.pt">tapusa@tap.pt</a>, noting that the passenger did not accept rebooking or voucher options</li> </ul> </li> </ul>
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