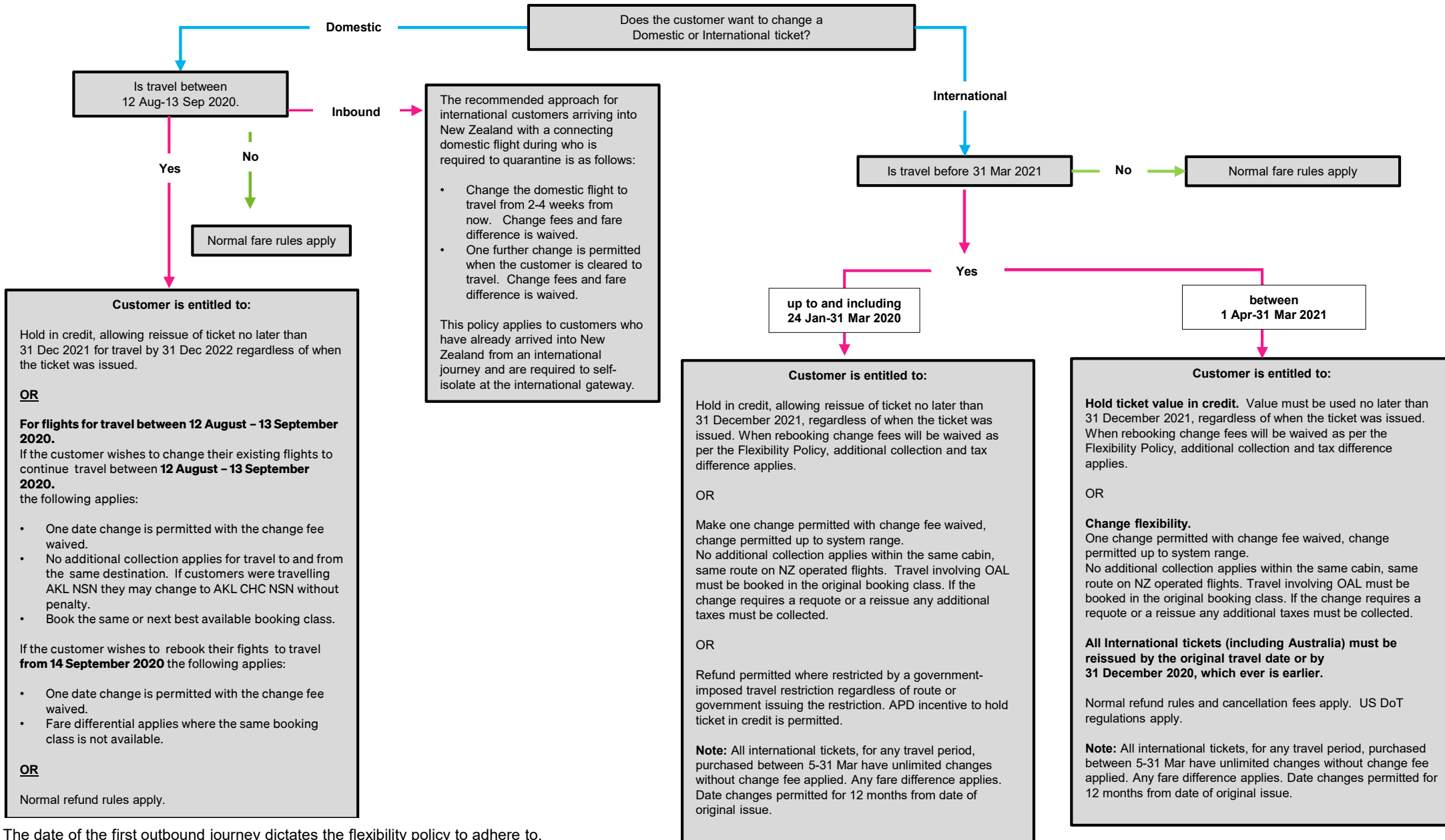


# Quick Reference Travel Trade Guide

## COVID-19 Flexibility Policy



The date of the first outbound journey dictates the flexibility policy to adhere to.  
**Tickets held in credit:** All tickets held in credit are valid for rebooking by 31 December 2021.  
 Travel is valid for 12 months from date of rebooking.