



TEMPORARY CHANGE OF FLIGHT DESTINATION POLICY BY AIRBALTIC

News / Airlines



To provide additional flexibility to its customers, Latvian airline airBaltic has introduced a new temporary policy, by allowing passengers, whose flights have been cancelled less than 14 days before planned departure due to changing travel restrictions, to change the planned destination without any additional charge. Martin Gauss, CEO of airBaltic: “Throughout the last few months we have taken various steps to increase the flexibility provided to our clients. It helps a growing number of passengers to feel confident planning their trips. The new policy addresses clients whose reservations have been influenced by changing travel restrictions.”

Passengers, whose flights have been cancelled less than 14 days before planned departure due to changing travel restrictions caused by COVID-19, can rebook their tickets to a new alternative destination and a new date without any additional charge. New departure date to alternative destination must be made before December 31, 2020. Date change has to be made before the original departure date. The policy is currently in place until September 30, 2020. Find out more by visiting <https://www.airbaltic.com/en/travel-rerouting>.

In addition, airBaltic continues to offer its clients a flight cancellation option, enabling passengers to receive a full refund in a form of airBaltic gift card in case they wish to cancel the booking. The option is included in Business and GREEN classic tickets, and can be purchased at the time of booking for EUR 19.99 per direction for GREEN and GREEN plus ticket holders.

Currently airBaltic performs direct flights from Riga, Tallinn and Vilnius to various European business hubs and to popular leisure destinations. A complete schedule of airBaltic flights can be found on the company's homepage at www.airbaltic.com.

The safety and health of our passengers is airBaltic's top priority. airBaltic has introduced strong safety measures and the new flight operations follow the recommendations issued by authorities. All passengers on board of airBaltic aircraft are provided with a complimentary basic care kit consisting of a protective face mask and disinfection wipes.

Passengers are strongly suggested to check the travel regulations and airport restrictions on the official websites or with local embassies before travelling. Regulations are changing rapidly and vary per country, therefore always make sure you have the latest information to have a smooth journey.

To read more about the new airBaltic health measures, please visit airBaltic website: <https://www.airbaltic.com/en/health-measures>.

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