



COVID 19 REBOOKING&CANCELLING

2020-04-03 - 0 Comments - in Travel Alerts



COVID-19 REBOOKING & CANCELLING

UPDATED 03/04/20

–

Please read the following information before filling a new support ticket

We are currently experiencing a high volume of requests and are giving priority to the most imminent departures.

We kindly ask you to contact our Customer Service for changes and cancellations ONLY if your flight will depart within the next 3 days.

Here is the answer to our most Frequently asked questions during Covid19

1.- HOW CAN I CHECK THE STATUS OF MY FLIGHT?

To check the status of your flights, we recommend checking directly on the airline websites before contacting us.

2.- MY FLIGHT WAS CANCELED BY THE AIRLINE, WHAT ARE MY OPTIONS NOW?

We are sorry if your plans have been affected due to any Coronavirus-related travel restrictions or limitations. We recommend that you review the latest policies by each of the airlines on your booking before getting in touch with us.

As your flights has been canceled or you won't be able to use it, you have the following options:

Rebook your flights:

1. If your flight is scheduled to depart after April 30th 2020 please wait and check back closer to your date of departure for the latest updates on airline policies.
2. If you want to cancel now and rebook:

2.1 If your reservation is with a Low Cost Carrier as listed below, you will need to contact them directly to rebook your flights as most low cost airlines allow customers to make changes to their booking on their website via the Manage Bookings section:

[AirAsia](#) - [Allegiant](#) - [Firefly](#) - [Interjet](#) - [Jetstar](#) - [Norwegian Air Shuttle](#) - [Spirit](#) - [Tigerair Australia](#) - [Volaris](#) - [Ryanair](#) - [Vueling](#) - [Easyjet](#) - [SpiceJet](#) - [Wizzair](#) - [Go Air](#) - [SkyAirline](#) - [Eurowings](#) - [Peach Airlines](#) - [Cebu Pacific](#) - [Jet Smart](#) - [TWay Air](#) - [EasterJet](#)

2.2 if your airline is not listed or your booking is a combination of Low Cost Carrier and other airlines, you can check the Low Cost Carrier directly and contact us via support ticket <https://support.sky-tours.com/en/new-ticket> regarding the other flights or directly with the airline:

[Aeroflot](#) - [Aeromexico](#) - [Air Canada](#) - [Air China](#) - [Air France](#) - [Alaska Airlines / Horizon Air](#) - [Alitalia](#) - [American Airlines](#) - [British Airways](#) - [Cathay Pacific](#) - [Delta Air Lines](#) - [Egyptair](#) - [El Al](#) - [Emirates](#) - [Finnair](#) - [Hawaiian Airlines](#) - [Japan Airlines](#) - [jetBlue](#) - [KLM](#) - [LAN](#) - [Lufthansa](#) - [Qantas](#) - [Qatar Airways](#) - [Singapore Airlines](#) - [South African Airways](#) - [Swiss](#) - [TAP Portugal](#) - [Thai Airways](#) - [United Airlines](#) - [Virgin America](#) - [Virgin Atlantic](#) - [Virgin Australia](#) - [WestJet](#)

Cancel your booking and get a refund:

Most airlines do offer vouchers for a future flight instead of cash refunds. Please feel free to check the airline's policy regarding cash refunds.

1.- If your reservation is with one Low Cost Carrier as listed below, you will need to contact them directly to cancel or request refund of your flights as most low cost airlines allow customers to manage bookings via their Manage Bookings section:

[AirAsia](#) - [Allegiant](#) - [Firefly](#) - [Interjet](#) - [Jetstar](#) - [Norwegian Air Shuttle](#) - [Spirit](#) - [Tigerair Australia](#) - [Volaris](#) - [Ryanair](#) - [Vueling](#) - [Easyjet](#) - [SpiceJet](#) - [Wizzair](#) - [Go Air](#) - [SkyAirline](#) -

[Eurowings](#) - [Peach Airlines](#) - [Cebu Pacific](#) - [Jet Smart](#) - [TWay Air](#) - [EasterJet](#)

2.- If your airline is not listed or your booking is a combination of Low Cost Carrier and other airlines, you can check the Low Cost Carrier directly and contact us via support ticket (<https://support.sky-tours.com/en/new-ticket>) to request a refund via credit voucher.

[Aeroflot](#) - [Aeromexico](#) - [Air Canada](#) - [Air China](#) - [Air France](#) - [Alaska Airlines / Horizon Air](#) - [Alitalia](#) - [American Airlines](#) - [British Airways](#) - [Cathay Pacific](#) - [Delta Air Lines](#) - [Egyptair](#) - [El Al](#) - [Emirates](#) - [Finnair](#) - [Hawaiian Airlines](#) - [Japan Airlines](#) - [jetBlue](#) - [KLM](#) - [LAN](#) - [Lufthansa](#) - [Qantas](#) - [Qatar Airways](#) - [Singapore Airlines](#) - [South African Airways](#) - [Swiss](#) - [TAP Portugal](#) - [Thai Airways](#) - [United Airlines](#) - [Virgin America](#) - [Virgin Atlantic](#) - [Virgin Australia](#) - [WestJet](#)

All cancellations resulting from this exceptional situation will be dealt with in accordance with the applicable law. Given the exceptional circumstances, the management of claims and refunds may be delayed.

Notes

- [Travel and Visa restrictions](#)

Due to travel restrictions imposed by governments around the world, entry at your intended destination or flying via certain countries may not be allowed, even though the flight may be operating as scheduled. For the latest information on all travel restrictions please click here:

<https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm>

In addition, certain countries are currently suspending tourist visas and visas already issued may no longer be valid. Please check either on your own government's website for travel advice and/or on the official government website of your destination.

Flights to USA:

Few flights from European countries to USA are still operating at the moment but there are US entry restrictions on European nationals or anyone having visited these countries during the past 14 days. For more information please check on your airline's website.

- **At the airport**

Many international airports have announced that control measures will be strengthened and may mandate health checks for passengers. Delays can therefore be expected and extra time should be allowed to pass through the airport. Real-time information is also available on the airports' websites.

- **Note on our guarantees**

Please note that as this situation is considered as "force majeure", many insurance policies, plus our "free of charge on involuntary situation" options, will not be applicable and a reduced handling fee of 15€ will be applied.

However, our Customer Services team will do their utmost to help you find the best solution.

- **Additional information on COVID-19**

For further information on how coronavirus is spread and answers to common questions about the virus, please visit your country's Health Department or the National [Health Service websites](#).