

Ticket validity and travel credits

Updated June 30, 2023

In this guide you will find details on our ticket validity/travel credits. During COVID-19, we expanded our ticket validity to allow for a 24-month expiry date.

IMPORTANT NOTE: A ticket that has at least one coupon in OK status, including wholly unused, partially used, or partially exchanged/refunded tickets, is open for 13 months (396 days) from the date of the outbound flight (the travel date of coupon one). Tickets expire at 0000 CST on the day of expiry and must be exchanged by 2359 CST the day before expiry.

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High-level review

Ticket issue date	Flight date (coupon 1)	Expiry date
Anytime	June 16, 2019 – December 31, 2021	24 months
Anytime	January 1, 2022 – and beyond	13 months (396 days)

COVID-19 expiry

If your open status/unused ticket (including partially flown) has a flight commencement date of June 16, 2019 to December 31, 2021, the tickets will remain available for 24 months.

Ticket issue date	Flight date (Coupon 1)	Expiry date
Anytime	June 16, 2019 – December 31, 2021	24 months

Terms and conditions

- **Validity:** 24 months from commencing travel date (coupon 1).
- **Flight date:** Tickets where commencing travel date (coupon 1) is June 16, 2019 – December 31, 2021.
- **Agency actions:** None required

IMPORTANT: If you exchange an existing 24-month qualifying

ticket with a new travel date that is beyond December 31, 2021, the standard validity of 13 months will apply to the new ticket.

New ticket expiry

If your open status/unused ticket (including partially flown) has a flight commencement date of January 1, 2022 or beyond, the tickets will remain available for 13 months (396 days).

Ticket issue date	Flight date (Coupon 1)	Expiry date
Anytime	January 01, 2022 – and beyond	13 months (396 days)

Terms and conditions

- **Validity:** 13 months (396 days) from commencing travel date (coupon 1).
- **Flight date:** Tickets where commencing travel date (coupon 1) is January 1, 2022, or beyond.
- **Agency actions:** None required

Frequently asked questions

Q: Will you allow ticket validity of 24 months if the ticket was issued prior to January 1, 2022?

A: No. As our ticket validity is based on flight date, any

ticket with a commencing flight date of January 1, 2022 and beyond will have a 13-month expiry (396 days).

Q: How long is the validity of my client's open/unused credit (when does it expire)?

A: The validity will depend on the commencing travel date. Please view the details above.

Q: How is the validity of my client's open/unused ticket calculated?

A: The validity is determined based on the commencing travel date (coupon 1). For example:

- Ticket dates:
 - Ticket issued: January 30, 2022
 - First flight departure: May 1, 2022
 - Return flight departure: May 15, 2022
 - Cancel date: April 10, 2022
- Ticket validity is from the first flight departure date (May 1, 2022).
IMPORTANT: Travel can be any time until the end of our posted schedule (331 days in advance at time of rebooking). For example, if you rebook on May 1, 2022, flights will be available to book until March 28, 2023.

NEW: Q: How do I calculate the expiry date of my ticket?

A: The expiry date is 13 months (396 days) from the first coupon date on the ticket. For example:

- Ticket dates:
 - Ticket issued: January 30, 2022

- First flight departure: May 1, 2022
 - Return flight departure: May 15, 2022
 - Cancel date: April 10, 2022
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- Ticket validity is from the first flight departure date (May 1, 2022).
 - Ticket expiry date is 0000CST on June 1, 2023.

Q: What happens if I exchange my client's ticket that was originally impacted due to COVID-19 to a flight date after January 1, 2022?

A: If you exchange your client's ticket and the flight date is on or after January 1, 2022, the new ticket will follow the standard validity of 13 months (396 days).

Q: If coupon 1 is flown, does the validity/expiry date change? Will the expiry be from the outbound date or the inbound date?

A: No. Our ticket validity is based on the commencing travel date, even if it is partially flown. The expiry/validity is always determined by the flight date of coupon 1 even if that coupon is in flown status.