

porter

**Porter Airlines
COVID19 Policy: Change Fee/Refund Waiver
Eff. Jun 30, 2021**

Updated Jul 5, 2021.

Porter Airlines has temporarily suspended all flights between **Mar 21, 2020 and Sep 7, 2021**, with a confirmed restart of limited service from **Sep 8, 2021**. The COVID19 policy applies to impacted files due to the temporary suspension booked to travel prior to our resumption of service as detailed below.

COVID19 CHANGE FEE WAIVER POLICY AND PROCEDURE:

To provide passengers additional flexibility with their travel plans, Porter Airlines has implemented a Change Fee Waiver Policy for existing bookings to allow a one-time waiver of regular change penalties, even on Basic fares. In most cases, files can be managed at the agency level.

The COVID19 Change Fee Waiver is applicable to all point of sale Canada or United States reservations issued on PD/451 and made through the travel agent portal (flyporter.com/services/travel-agents) or via the GDS using regular or corporate contracted rates for impacted bookings within the criteria detailed below.

Changes outside the COVID-19 Change fee waiver will incur regular penalties, noting that the most restrictive rule will apply. All other policies, such as refund or name change, are unchanged.

E-ticketed or Instant Purchase bookings		
Original Date of Issue	23Jun21 or earlier	
Original Date of Travel	Standard, Flexible or Freedom	01Feb20 or later
	Basic	13Mar20 or later
Date of Cancellation	Standard, Flexible or Freedom	Between 01Feb20 and 05Jul21
	Basic	Between 06Mar20 and 05Jul21
Region of Travel	Wholly Domestic (departs Canada to Canada only), or Transborder (departs Canada to the US or vice-versa)	
Itinerary Status	Cancelled due to passenger, travel agent or carrier-initiated action	
Change Fee Applicable	Change fee can be waived.	
Fare Difference Applicable	Difference in fare/tax must be collected.	
Change Fee Waiver	<p>E-ticketed documents:</p> <ul style="list-style-type: none"> • Required, unless auto-exchange procedures used <ul style="list-style-type: none"> ○ Change Fee Waiver code: 320COVID19 ○ Add to Waiver/Endorsement Box with no extra characters • Ineligible changes or absence of waiver will be recalled by ADM <p>Instant Purchase:</p> <ul style="list-style-type: none"> • Not Required 	
Rebook and travel by	Anytime within ticket validity.	
Assistance/Clarification	Please contact the Call Centre, or email agency.services@flyporter.com	

For clarification, the COVID19 Change Fee Waiver Policy is **not** applicable to:

- Interline or e-tickets issued on another airlines ticket stock (not PD/451).
- Bookings not cancelled at least 30 min prior to the ticketed departure. Such bookings are considered a no show, and per the terms of the fare purchased are forfeited in full.
- Standard, Flexible or Freedom fare bookings cancelled for any reason prior to 01Feb20, or Basic fares cancelled for any reason prior to 06Mar20 for travel 13Mar20 or earlier. Standard policies apply.

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COVID19 REFUND POLICY AND PROCEDURE:

Certain e-ticketed and instant purchase bookings that were cancelled due to COVID-19 may be eligible for a refund of the remaining credit balance. Voluntary penalties paid or applied at the time of cancellation are not refundable. In some cases the voluntary penalty is in excess of any credit thus no credit will remain (such as a Basic fare outside our COVID-19 change fee waiver period). GDS refunds are not currently available; agents will need to contact the carrier directly for instruction and a waiver if the file qualifies for a refund.

The COVID19 Refund Policy is applicable to all point of sale Canada or United States reservations issued on PD/451 and made through the travel agent portal (flyporter.com/services/travel-agents) or via the GDS using regular or corporate contracted rates for impacted bookings within the criteria detailed below.

E-ticket or Instant Purchase Credits		
Original Date of Issue	23Jun21 or earlier	
Original Date of Travel	Standard, Flexible or Freedom	01Feb20 or later
	Basic	13Mar20 or later
Date of Cancellation	Standard, Flexible or Freedom	Between 01Feb20 and 05Jul21
	Basic	Between 06Mar20 and 05Jul21
Region of travel	Wholly Domestic (departs Canada to Canada only), or Transborder (departs Canada to the US or vice-versa)	
Itinerary Status	Cancelled due to passenger, travel agent or carrier-initiated action	
Refund Waiver required	E-ticketed documents: <ul style="list-style-type: none">• Required, contact Carrier agency.services@flyporter.com• Waiver codes are unique and must be requested from the Carrier• Ineligible or unauthorized refunds will be recalled by ADM Instant Purchase: <ul style="list-style-type: none">• Not required• Please complete the COVID-19 refund form by 03Sep21.	
Refund Validity Period	ALL REFUND REQUESTS MUST BE RECEIVED NO LATER THAN Sep 3, 2021. Refund Requests received after this date will not be considered.	
Assistance/Clarification	Please contact the Call Centre, or email agency.services@flyporter.com	

For clarification, the COVID19 Refund Policy is **not** applicable to:

- Interline or e-tickets issued on another airlines ticket stock (not 451).
- Bookings not cancelled at least 30 min prior to the ticketed departure. Such bookings are considered a no show, and per the terms of the fare purchased are forfeited in full.
- Standard or Flexible fare bookings cancelled for any reason prior to 01Feb20, or Basic fares cancelled for any reason prior to 06Mar20 for travel 13Mar20 or earlier. Standard policies apply.

For questions or assistance with scenarios not covered here, or clarification of either the Change Fee Waiver or Refund Policies, please contact the Porter Call Centre at 1-888-619-8622 or email agency.services@flyporter.com.

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Frequently Asked Questions

COVID-19 Credit Refunds

GDS refunds are not currently available – all e-ticket refunds, regardless of the class of service, must be requested by emailing agency.services@flyporter.com. Please include the current e-ticket as well as your IATA/ARC.

Instant Purchase refunds can be actioned by following the instructions received in the booking update email, or by contacting us via the [COVID-19 refund form](#).

All COVID-19 Credit Refund Requests must be received no later than Sep 3, 2021.

1. Will commission be recalled on COVID-19 Credit Refunded bookings?

No. Porter will not recall the applicable commission under our standard policy where the request to refund has been received between 30Jun21 and 03Sep21 and processed within the parameters included in our response.

2. What is the deadline to request a COVID-19 Credit Refund?

The refund request must be received no later than 03Sep21. Requests received after this date will not be considered.

3. When can I expect a response to my COVID-19 Credit Refund request?

You will receive an immediate auto-response which is your receipt that your email was received. Due to the volume of requests, we anticipate that it may take 30 – 60 days for a personal response (which will include the waiver and instruction if qualified). It is not necessary to send multiple emails for the same inquiry as this will only further delay our ability to respond to all travel agents in a timely manner.

4. Are bookings that were booked to travel prior to Feb 1, 2020 included in the COVID-19 Credit Refund policy?

No. Please refer to the terms and conditions of the fare purchased.

5. Are Basic fares included in the COVID-19 Credit Refund policy?

Basic fares that were cancelled at least 30 minutes prior to departure on or after 06Mar20 for travel on after 13Mar20 are included in the policy. For travel and cancellations prior to those dates, the voluntary penalty is full value. Voluntary penalties are non-refundable.

6. Are future bookings that have not yet been cancelled included in the policy?

Yes. Bookings that were issued between 01Feb20 and 05Jul21 are eligible to request a refund of the Credit amount provided that 1) the booking is cancelled in full no later than 03Sep21 and 2) the Refund Request is received no later than 03Sep21.

For questions or assistance with scenarios not covered here, or clarification of either the Change Fee Waiver or Refund Policies, please contact the Porter Call Centre at 1-888-619-8622 or email agency.services@flyporter.com.

Any updates to the policy will be posted on the [travel agent](#) portal at flyporter.com.

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