5. SCHEDULE CHANGE RULES

5.1 Involuntary rebooking/rerouting in cases of

- Major Schedule Change (UN/TK more than 2 hours)
- Flight Cancellation with no alternative (UN)
- Misconnection caused by UN/TK, no authorization required for same RBD.

- **Terms and conditions:**
- It is the responsibility of the Travel Agent making the booking to acknowledge the schedule change, notify the customer, offer an alternative flight
- and reissue the ticket subject to the following conditions:

- Original ticket is on GQ stock
- Original and new routing include GQ flights only.
- Reissuance of a ticket can only be made by the issuing agent

- Rebooking without additional charges must be made, only once, on an alternative flight within seven (7) days from the original flight, on the same RBD or next available RBD in the same cabin on which the passenger was originally booked.

- Impacted SKY express tickets must be involuntarily reissued with the following remark in the endorsement box indicating the reason:
  INVOL - GQ123/12JUL26FLT CANCELLATION
  SKCHG - GQ123/12JUL26SKD CHANGE

- Involuntary reissues should be processed within seven (7) days after the date the schedule change notifications sent to the Travel Agents GDS, and at the latest by forty-eight hours (48h) prior to the departure of the new flight that the customer is rebooked.

- In cases where the flights' disruption notifications are sent to Travel Agents GDS within forty-eight hours (48h) prior to the originally booked flight, involuntary reissues should be processed at the latest by six hours (6h) prior to the departure of the new flight that the customer is rebooked.

- For return tickets, if schedule change occurs on outbound flight, involuntary reissue permitted for the inbound flight, at the same compartment and RBD, and change at same period, as the outbound flight that the passenger is rebooked.
  Example: ATH-HER-ATH round trip ticket:
  If there is a schedule change on the outbound flight 3 hours later,
  Customer can be rebooked on an Inbound flight up to 3hours later.

- Alternate options can be offered to passengers on SKY express operated flights only and may include multi-leg connections.
- All re-bookings or re-accommodation are subject to seat availability.

- Passengers can be either booked to the same destination or the closest airport within the same country/region on the GQ-operated network. When the passenger accepts a rerouting to an alternate airport, the passenger will need to make their own travel arrangements. No hotel accommodation, air transfer or surface transportation will be provided in between the alternate airport and the passenger's destination.

  For example: passenger with originally booked flight ATH -CHQ that is cancelled, accepts to be rebooked to ATH – HER and must make its own arrangements for transportation between alternate destination offered from SKY express and originally ticketed point of arrival.

- Any reissuance fees associated with the date change or rerouting shall be waived for the first instance only. For any subsequent changes, the originally ticketed fare rules apply.

  However, the waiver policy may be applied for any additional changes which may occur due to non-recommence of operations at the affected airport.

- If Travel Agent/ticketing offices use the "schedule change" option for non-schedule change cases, applicable fees and charges will be charged to Travel Agent through ADM plus **ADM administrative fee.**

5.2 Involuntary refund in case of

- Major Schedule Change (UN/TK more than 2 hours)
- Flight Cancellation with no alternative (UN)
- Misconnection caused by UN/TK

Terms and conditions:

- A refund for the affected SKY express tickets must be submitted via BSP link or via ARC for US market, with the following remark indicating the reason:

  INVOL - GQ123/12JUL26 FLT CANCELLATION

  SKCHG - GQ123/12JUL26 SKD CHANGE

- A refund can be offered whether the ticket has been partially used, or completely unused.

- For completely unused tickets: refund the entire amount including all taxes fees and surcharges. A refund is permitted free of charge if there are travel segments which fall within the impacted period.

- For partially used tickets (return fare): refund the unused portion of the ticket with no penalty or administration fee along with the unused taxes.

- For partially used tickets (through fare): if the passenger has utilized only one leg of the journey, refund the unused portion of the ticket calculated on a pro-rate basis plus the unused taxes.

- Unused/unfulfilled ancillary EMDs can be refunded.

- Passengers must contact their booking office through which the original ticket was purchased to process the refund.