

Revised extension of labour action waiver code

To ensure all impacted bookings that have been submitted to the TA Refunds and Ticketing team for processing can be handled appropriately, we have extended the expiry date for the waiver code **ENFL0624** that was issued in response to the labour action. For tickets submitted to the TA Refunds and Ticketing team **on or before July 31, 2024**, you now have until **August 16, 2024**, to use this waiver code. Tickets submitted **on or after August 1, 2024**, will **not** be honoured.

Our Travel Support Team continues to work through the large volume of impacted bookings as quickly as possible. Please know that no request has been lost, and submitting the same request multiple times only slows down our processing time. Any requests related to the labour action that are submitted after July 31, 2024, will not be reviewed.

Please follow the terms and conditions and step-by-step details found on our dedicated page to ensure the booking is not subject to an ADM.

IMPORTANT: If you are unable to self-serve your client's booking and must email our TA Refunds and Ticketing team, please wait for us to respond to your email. Submitting multiple requests or asking for updates will result in prolonged response times