

Solomon Airlines Commercial Policy

Covid-19 waiver policy

BNEIE101318/20 COVID-19

Website update

As concerns continue about the coronavirus known as COVID-19 and to allow more flexibility for our customers who are uncertain about their booked travel in the coming months, Solomon Airlines have updated our policy to introduce a one-time change fee waiver for those passengers already ticketed and booked for travel to 31 July 2020.

For passengers ticketed on/before 16 March 2020 for travel to 31 July 2020

Changes if new travel date is known:

One date change is permitted without a change fee. Please note if the same booking class is not available, the fare difference to book the higher fare will apply for the new travel dates and will be collected at the time of re-booking. Please note that your booking must be changed at least 24 hours prior to booked departure date to avoid the no-show penalty.

Cancellation if new travel date is unknown:

Customers may cancel their flights and use the value of their ticket as a credit towards the purchase of a new ticket. Note your original ticket is valid as a credit for 12 months from the original ticket issue date. The original ticket must be reissued within the above validity period or by 31 December 2020, whichever date is earlier. In line with the above waiver policy, no reissue fee will apply at the time of ticket reissue. Please note that your original booking must also be cancelled at least 24 hours before departure to avoid the no-show penalty.

For passengers ticketed after 16 March 2020 or travelling from 1 August 2020

No waiver is available at this stage. Please contact Solomon Airlines for further updates.

Bookings through travel agencies or third-party websites

If your flights were booked through a travel agency or third-party website (not booked through www.flysolomons.com), contact these companies directly to make any changes.

Bookings through us directly

Please contact our Reservations team to make any changes.

Latest News updates are available on our website <https://www.flysolomons.com>