

Train, Airline, and Hotel Flex Policies

Coronavirus (COVID-19)

Egencia has no control over the refundability of tickets. Rules are set and enforced by the airlines. Every ticket is on a case by case basis, depending upon when it was issued, where travel was to/from, and the dates of travel. See information below.

Airlines are starting to offer travel waivers on new bookings due to the growing concern over the new coronavirus, COVID-19. American, Alaska, Delta, Hawaiian, jetBlue, and Southwest Airlines are all offering travel waivers for flights subject to terms and conditions. Amtrak shared it also is suspending change fees to accommodate concerned travelers, even though there are no coronavirus-related travel restrictions on the carrier.

Authorities in North America continue increased screenings, restrictions in airports for travelers, due to COVID-19, as of March 2. The locations affected are: Mexico City, Toronto, Ont., Vancouver, B.C., Atlanta, Georgia, Chicago, Illinois, Los Angeles, California, Washington, DC, Calgary, Alta., Halifax, N.S., Dallas-Fort Worth, Texas, Detroit, Michigan, Honolulu, Hawaii, New York City, New York, San Francisco, California, Seattle, Washington, Cancun, Guadalajara, Monterrey, Tijuana, Ottawa, Ont., Quebec City, Que., Montreal, Que., Newark, New Jersey, Winnipeg, Man., and Edmonton, Alta. Authorities in the US, Canada, and Mexico are likely to continue implementing travel restrictions and additional health screening measures through March to prevent the spread of the coronavirus disease (COVID-19). Impacts could include increased immigration and customs screening times; potential quarantine measures; and possible flight disruptions. The duration of the measures will likely depend on the course of the outbreak in China and other countries.

The US Department of State has issued a travel advisory on February 29, to reconsider travel to Italy due to a recent outbreak of COVID-19. The US CDC also recommends avoiding all nonessential travel to Italy. Most of the US carriers have also started suspending their operations to Italy (as well as to South Korea and Japan), including top airlines Delta and American that have suspended their flights to Italy through April 30.

The Government of Canada has also updated their travel advisories for travel to Italy.

The COVID-19 situation continues to escalate in Asia and Europe. There's a rise in number of COVID-19 cases in EMEA, especially in Italy (the most affected in EMEA with 2,036 cases) as well as in France and Germany. The Louvre Museum in Paris has remained shut from March 1, following concerns over the coronavirus outbreak in France and it's not immediately clear when the museum is expected to reopen.

Starting March 2, all schools in Japan will remain closed as a preventative measure in response to COVID-19.

We highly recommend travelers everywhere follow health and safety information from health officials and local authorities. We recommend the World Health Organization website for up-to-date information.

Travelers should consider viewing country entry requirements for the most up to date information.

Train Advisory/Flex Policies:

The following trains have posted advisories/flex policies:

- [Southwest](#)
- [Amtrak](#)
- [Eurail](#)
- [Eurostar](#)
- [SNCF](#)

Airline Flex Policies:

The following airlines have posted flex policies/advisories for this event:

[Aegean](#)

[Hong Kong Airlines](#)

[Aeroflot-Russian Airlines](#)

[Hong Kong Express](#)

[Air Astana](#)

[Hong Kong Express](#)

[Air Busan](#)

[Japan Airlines](#)

[Air Canada](#)

[jetBlue](#)

[Air Caraibes](#)

[JetStar](#)

[Air China](#)

[Juneyao Air](#)

[Air Europa](#)

[Kenya Airways](#)

[Air France](#)

[KLM](#)

[Air India](#)

[Korean Air](#)

[Air Macau](#)

[Lion Air](#)

[Air Mauritius](#)

[LOT-Polish Airlines](#)

[Air New Zealand](#)

[Lufthansa Group](#)

[Air Serbia](#)

[Malaysia Airlines](#)

[Air Tahiti Nui](#)

[Miat Mongolian Airlines](#)

[Alaska Airlines](#)

[Myanmar Airways](#)

[Alitalia](#)

[Pegasus](#)

[All Nippon](#)

[Philippine Airlines](#)

[American Airlines](#)

[Royal Brunei Airlines](#)

[Asiana Airlines](#)

[Royal Jordanian](#)

[Avianca](#)

[Ryanair](#)

[Bangkok Airways](#)

[Qantas Airways](#)

[Beijing Capital Airlines](#)

[Qatar Airways](#)

[British Airways](#)

[Saudi](#)

[Caribbean Airlines](#)

[Shenzen Airlines](#)

[Cathay Pacific](#)

[Sichuan Airlines](#)

[Cebu Pacific](#)

[Singapore Airlines](#)

[China Airlines](#)

[South African Airways](#)

[China Eastern Airlines](#)

[Southwest](#)

[China Southern Airlines](#)

[SpiceJet](#)

[Copa Airlines](#)

[Swiss](#)

[Delta](#)

[Tap Portugal](#)

[easyJet](#)

[Thai Airways](#)

[Emirates](#)

[Thai Lion Air](#)

[Etihad Airways](#)

[Tianjin Airlines](#)

[Ethiopian Airlines](#)

[Tigerair](#)

[Eva Air](#)

[Turkish Airlines](#)

[Fiji Airways](#)

[UIA](#)

[Finnair](#)

[United](#)

[Flybe](#)

[Vietnam Airlines](#)

[Garuda](#)

[Virgin Atlantic](#)

[Gulf Air](#)

[Virgin Australia](#)

[Hainan Airlines](#)

[Vueling](#)

[Hawaiian Airlines](#)

[Xiamen Airlines](#)

Hotel Advisory/Flex Policies:

The following hotel chains have shared advisories/flex policies:

- [Best Western Hotels & Resorts](#)
- [Hilton](#)
- [Hyatt](#)
- [IHG](#)
- [Marriott International](#)
- [Wyndham Hotels and Resorts](#)