

Can I get a travel credit if I'm unable to travel due to illness?

Yes. If you're unable to travel due to a serious communicable disease, you may be eligible for a transferable travel credit valid for five (5) years.

Who Qualifies?

You may be eligible if:

- A **government restriction or ban** was issued after ticket purchase that prevents travel.
- A **mandatory quarantine** at your destination covers more than 50% of your trip.
- A **public health emergency** was declared after purchase, and a medical professional advises against travel.
- A **licensed medical professional** advises you not to travel due to having or likely having a serious communicable disease that poses a risk to others onboard.

What Is a Serious Communicable Disease?

A disease that:

- Can cause severe health issues (e.g., breathing problems, organ damage, death), and
- Is easily spread through casual contact in an aircraft environment.

How to Request a Credit

1. Complete the Document Submission Form.
2. Upload [required documentation](#), including:
 - A government order (if applicable)
 - A signed letter from a licensed-treating medical professional

Requests are reviewed for eligibility before approval. A processing fee may be deducted from the value of the credit.