

Because of the current situation caused by COVID-19 in Europe and increasing flight restrictions, we are working together to carry out special initiatives to help our customers manage their bookings.

Is your flight operating as normal?

I DON'T KNOW

If your flight has been cancelled, we will let you know by email or SMS. You can also see the status of your flight by [clicking here](#).

Check regularly the email address you provided during the booking process to see whether you receive any communications from Vueling.

YES, MY FLIGHT IS OPERATING

In order to help you, we need to know a bit more about you...

Did you book through our website or app?

Yes, I booked before 10 March 2020 to fly after 1 July 2020

If you want to change your flight, you must pay the change fee + fare difference (if any)

If your fare is TimeFlex, free unlimited changes are included

Yes, I booked after 10 March 2020

Your booking includes the FlexFly service, which means that you can change your flight free of charge. You only pay the fare difference, if any

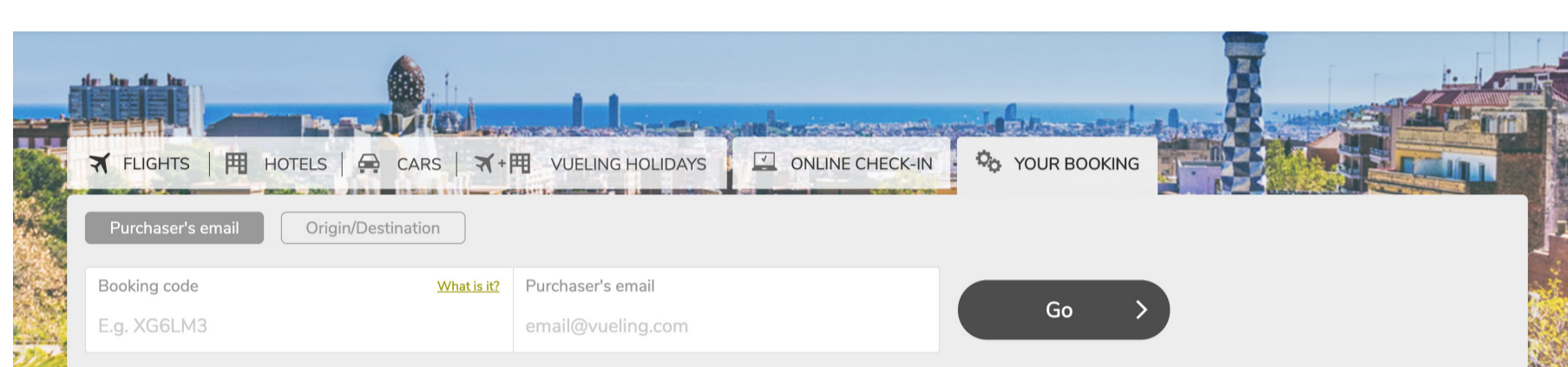
Yes, I booked after 3 November 2020

Your booking includes, aside from the FlexFly service (change your flight free of charge), **free cancellation** with Flight Credit refund.



How can you manage your booking?

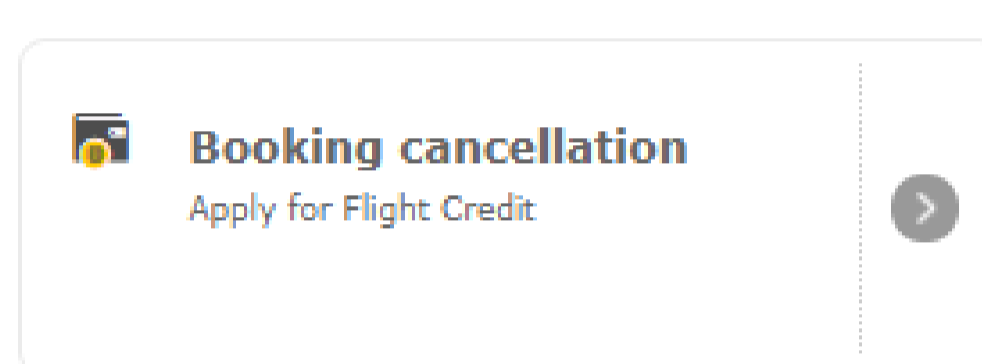
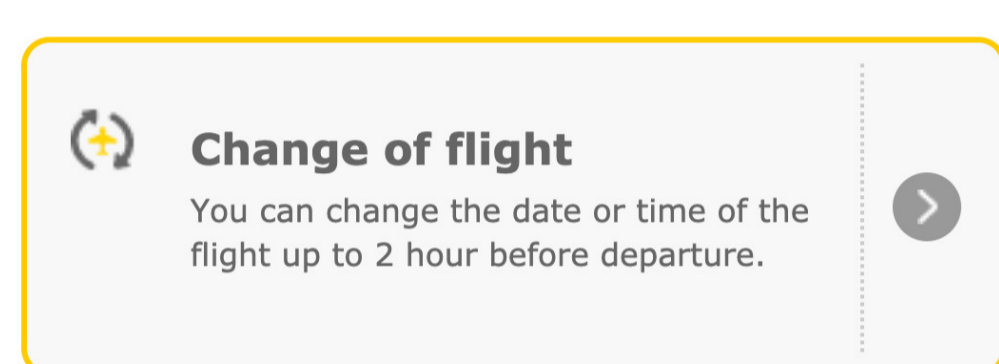
- Access **your booking** on our website or app or by [clicking here](#).



- Select the preferred option: **Change flight** or **Cancel booking**

You can select **Change flight**

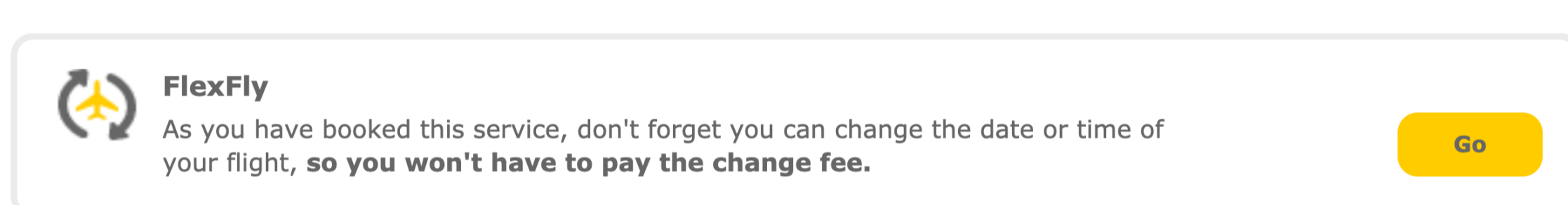
Or, if you prefer, **Cancel your booking and retrieve your Flight Credit**
Available up to 48 hours before flight



More information on Flight Credit by [clicking here](#).

- Or the **Flexfly** option if you have paid for this service.

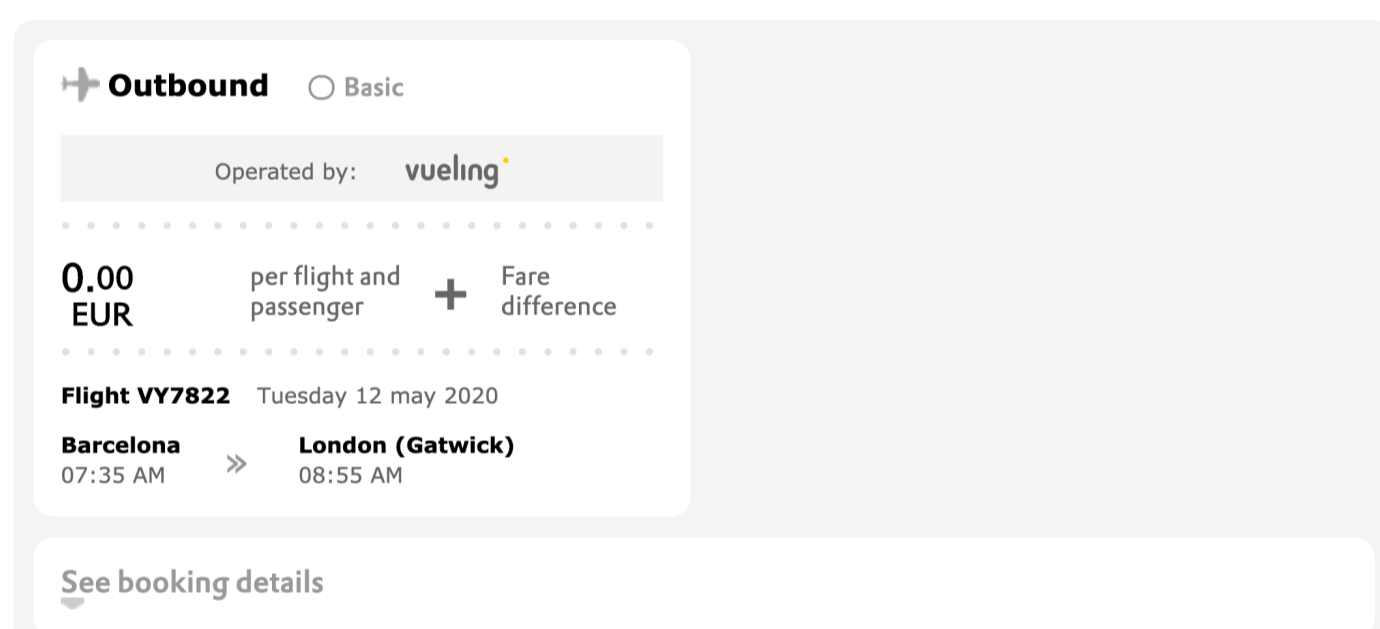
In this case, you won't have to pay the change fee – only the fare difference if applicable.



Change of flight

Remember:

- You've booked the **FlexFly** service so you won't have to pay the change fee, only any fare difference there might be.

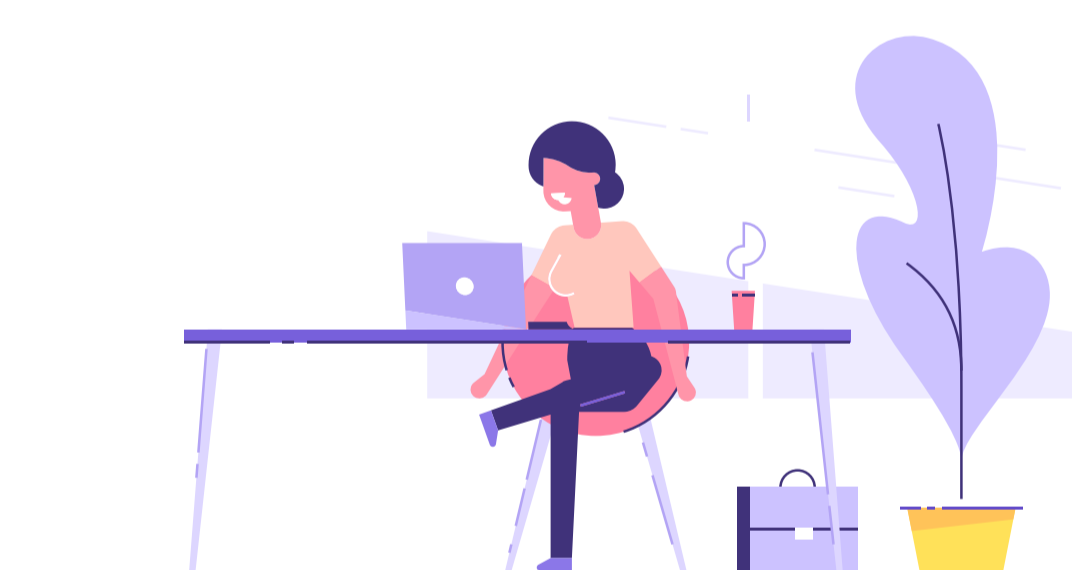


Have you booked through an agency?

Traditional or online travel agency

Contact your agency

They will be able to tell you how to change your flight or manage your booking.



MY FLIGHT HAS BEEN CANCELLED

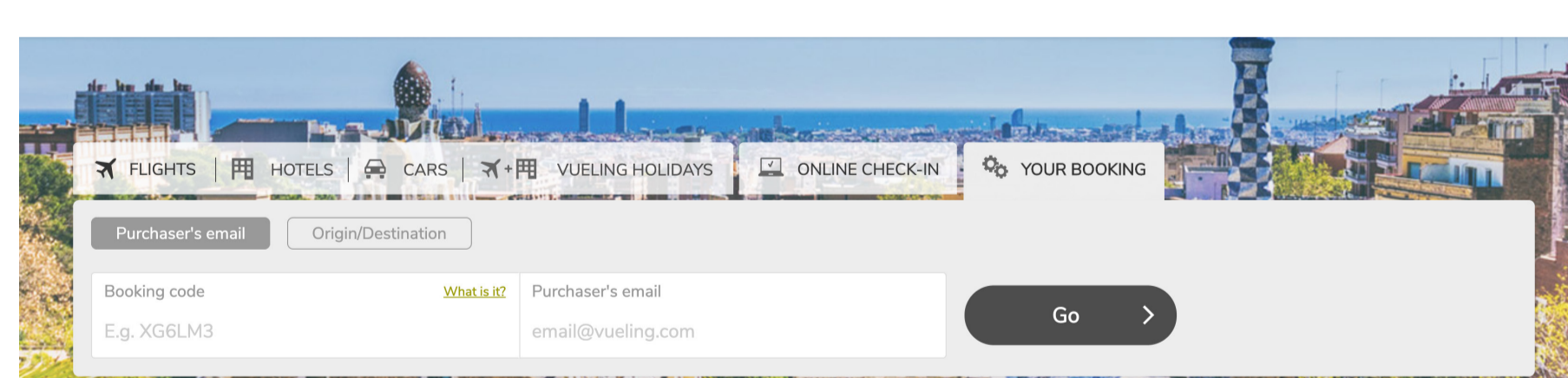
In order to help you, we need to know a bit more about you...

Have you received an email saying that your flight has been cancelled?

We'll tell you your options and how to manage your booking

How to manage your options

- Click on Manage Your Booking in the email you have received
- Or on Vueling's website or app
- Once you access your booking, you can choose the option that best suits you



Option A

Change your flight

You can change to another flight on the same route free of charge (subject to availability). Route changes are not permitted.

Option B

Request a refund

If you still want to fly, but you don't know when or where you want to go, you can get a voucher (Flight Credit).

If you prefer to request a refund for your cancelled flight, please call us on the number provided in the email you received so that we can process it. Please note that, in view of the current situation, the refund may take up to 7 days.

How do I make a booking with my flight credit?

Visit [vueling.com](#) or our [app](#) and choose a new flight. On the payment page, you'll find a Flight Credit section. Once you've added your details, you'll be able to use the balance available to you.

Sign in with your Vueling Club account or register to check your Flight Credit by [clicking here](#)

You can also check it during the booking process, when you reach the payment page.



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