

Prague 7 February 2022

Dear Partners

**Czech Airlines' reorganization process to finish soon.**  
**Czech Airlines operation continues in an unchanged manner and as scheduled.**  
**All options available to clients with OK-064 tickets on flights impacted by the pandemic at a glance.**  
**Czech Airlines Summer 2022 schedule available for sales.**

This is to share with you the following update on behalf of Czech Airlines:

### Reorganization

The process of Czech Airlines' reorganization is entering its final stage. As per the decision of the creditors' meeting held on 7 June 2021, our parent company, Smartwings, prepared the respective reorganization plan which was submitted to the creditors within the set deadline of 4 February 2022.

This represents another significant milestone in the process of rescuing Czech Airlines and securing its further development.

The completion of the reorganization process will, *inter alia*, lead to final settlement of the company's obligations which arose before 10 March 2021. Therefore, please, pay attention to the important remark in the text below.

**Czech Airlines operation is not affected by the current process in any way and our flights continue to be operated according to the published schedules.**

Further information to the reorganization process is available also on our website:

[About Us | Czech Airlines \(csa.cz\)](#)

### Summary of all options available to clients with OK-064 tickets on flights impacted by the COVID-19 pandemic

1. OK-064 tickets newly issued and newly paid on/after 11 March 2021
  - a. Original flight cancelled (involuntary) – following options are available:
    - i. Free rebooking to new travel date (fare difference to be collected, if any)
    - ii. Exchange for voucher (EMD-S DEPO) in the amount of the unused ticket value
    - iii. Refund (involuntary) of the unused ticket value – to be requested through Refund Application in BSP Link
  - b. Original flight operated (voluntary) – following options are available:
    - i. **For tickets issued on/before 31 March 2022 with original travel date on/before 31 March 2022, free rebooking to new travel date on/before 31 October 2022 (fare difference to be collected, if any)**
    - ii. Exchange for voucher (EMD-S DEPO) in the amount according to fare conditions
    - iii. Refund (voluntary) of the amount according to fare conditions – to be requested through Refund Application in BSP Link

Note: vouchers (EMD-S DEPO) issued according to this paragraph in exchange for tickets newly issued and newly paid on/after 11 March 2021 are valid for 1 year from the date of issue. If the vouchers are not utilized during the period of their validity, refund of those vouchers can be requested after the date of their expiration. Further information is available in our instruction:

[how-to-use-emd-s-for-further-transportation\\_csaim\\_91072.pdf](#)

2. OK-064 tickets issued and paid on/before 10 March 2021

a. Original flight cancelled (involuntary) – following options are available:

- i. Free rebooking to new travel date (fare difference to be collected, if any) – the new travel date shall be not later than 29 October 2022
- ii. Exchange for voucher (EMD-S DEPO) in the amount of the unused ticket value – the voucher shall be used for issuing tickets with travel date not later than 29 October 2022
- iii. Requests for reimbursement of funds for the unused ticket value which were lodged as a claim under the administration proceeding in respect of Czech Airlines not later than 10 May 2021 will be settled as a part of the reorganization process.

Options i. and ii. above continue to be available also to clients who lodged their claims under the administration proceeding.

If requests for reimbursement of funds were not lodged under the administration proceeding by 10 May 2021 at the latest, clients can only make use of options i. or ii. above.

b. Original flight operated (voluntary) – following options are available:

- i. For tickets issued on/before 31 March 2022 with original travel date on/before 31 March 2022, free rebooking to new travel date on/before 31 October 2022 (fare difference to be collected, if any)
- ii. Exchange for voucher (EMD-S DEPO) in the amount according to fare conditions – the voucher shall be used for issuing tickets with travel date not later than 29 October 2022
- iii. For potential requests for reimbursement of funds according to fare conditions, same conditions apply as described in point 2.a.iii. above.

3. OK-064 tickets newly issued on/after 11 March 2021 but partly or fully funded by documents originally issued on/before 10 March 2021

Example: ticket issued on 1 April 2021 in exchange for an unflown ticket originally issued on 1 February 2021 or funded by voucher (EMD-S DEPO) issued in exchange for an original ticket issued on 1 February 2021 plus new additional collection (ADC) on 1 April 2021

a. Original flight cancelled (involuntary) – following options are available:

- i. Free rebooking to new travel date (fare difference to be collected, if any) – the new travel date shall be not later than 29 October 2022
- ii. Exchange for voucher (EMD-S DEPO) in the amount of the unused ticket value – the voucher shall be used for issuing tickets with travel date not later than 29 October 2022
- iii. Refund (involuntary) of the unused ticket value – to be requested through Refund Application in BSP Link whereas

- Refund of the ADC amount will be approved in BSP Link

- Amount funded by the original document (unflown ticket or voucher/EMD-S DEPO) will be transferred to voucher/EMD-S DEPO for future transportation – the voucher shall be used for issuing tickets with travel date not later than 29 October 2022
- b. Original flight operated (voluntary) – following options are available:
- i. For tickets issued on/before 31 March 2022 with original travel date on/before 31 March 2022, free rebooking to new travel date on/before 31 October 2022 (fare difference to be collected, if any)
  - ii. Exchange for voucher (EMD-S DEPO) in the amount according to fare conditions – the voucher shall be used for issuing tickets with travel date not later than 29 October 2022
  - iii. Cancellation/refund (voluntary) of ticket according to fare conditions – to be requested through Refund Application in BSP Link whereas
    - Refund of the amount according to fare conditions up to the ADC amount will be approved in BSP Link
    - Potential residual amount according to fare conditions exceeding the ADC amount (funded by the original unflown ticket or voucher/EMD-S DEPO) will be transferred to voucher/EMD-S DEPO for future transportation – the voucher shall be used for issuing tickets with travel date not later than 29 October 2022

**IMPORTANT! Unused tickets issued on/before 10 March 2021 and unused vouchers issued according to paragraphs 2 and 3 above may be used for travel not later than 29 October 2022. Pursuant to the applicable Czech and EU legislation governing the insolvency and reorganization proceedings as well as in compliance with the parameters of Czech Airlines' reorganization plan, the utilization of such tickets or vouchers for travel after 29 October 2022 will not be possible anymore.**

**Should an agent exchange those vouchers for tickets or rebook tickets issued on/before 10 March 2021 to a travel date later than 29 October 2022, Czech Airlines reserves the right to issue an ADM in the amount corresponding with the price of such tickets.**

#### Czech Airlines Summer 2022 schedule available for sales

May we remind you that, effective as from 27 March 2022, Czech Airlines resumes the operation on a number of traditional routes and will offer direct flights between Prague and 15 destinations: Madrid, Barcelona, Paris, Rome, Amsterdam, Brussels, Copenhagen, Stockholm, Helsinki, Bucharest, Sofia, Kyiv, Moscow as well as Keflavik as from April 2022 and Malta as from June 2022.

All flights are available for sales on all GDS systems.

Should you have further questions, please don't hesitate to contact us.

We appreciate your understanding and look forward to our continued cooperation.

Sincerely,

Your Czech Airlines Team