

Prague 19 July 2021

Dear Partners

**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.**  
**Updated instructions for the issuance of OK-064 vouchers and their use for future transportation.**

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

### Reorganization

Czech Airlines received the support of 100% of its eligible creditors present at their meeting held on 7 June 2021 as they approved the company's reorganization. The creditors' meeting also decided that Czech Airlines' parent company, Smartwings, in close cooperation with Czech Airlines management, should prepare the respective reorganization plan. Czech Airlines' reorganization was subsequently permitted by the court on 9 June 2021. The permission for reorganization represents another significant milestone in the process of rescuing Czech Airlines and securing its further development.

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

Further information to the administration proceeding and the reorganization process is available 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 December 2021 with original travel date on/before 31 December 2021, free rebooking to new travel date on/before 31 March 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

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)
- ii. Exchange for voucher (EMD-S DEPO) in the amount of the unused ticket value
- 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 December 2021 with original travel date on/before 31 December 2021, free rebooking to new travel date on/before 31 March 2022 (fare difference to be collected, if any)
- ii. Exchange for voucher (EMD-S DEPO) in the amount according to fare conditions
- 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 – new procedure!

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)
- 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 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

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

- i. For tickets issued on/before 31 December 2021 with original travel date on/before 31 December 2021, free rebooking to new travel date on/before 31 March 2022 (fare difference to be collected, if any)
- ii. Exchange for voucher (EMD-S DEPO) in the amount according to fare conditions
- 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

Updated instructions for the issuance of OK-064 vouchers (EMD-S DEPO) and their use for future transportation

We released the updated Czech Airlines instructions on how to issue vouchers (EMD-S DEPO) in exchange for tickets from cancelled flights due to the COVID-19 pandemic and their use for future transportation.

The most significant highlight is the new technical feature to issue vouchers (EMD-S DEPO) also by agents using GDS Galileo.

The updated instructions are available on Czech Airlines website:

[Travel Agencies | Czech Airlines \(csa.cz\)](#)

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