

## **Advice for delegates who had booked flights for March 2021 (or November 2020).**

Those attendees who would like to change their previously held bookings to October 2021, please note that the new promocode will not work on ticket exchanges.

In the case of changing bookings, attendees can either rebook their tickets to travel in October or alternatively request a refund of their March 21 tickets if they haven't already done so.

Depending on the type of request delegates can be advised to direct their ticket queries as follows.

1. For tickets to be refunded requests have to be sent by email to email address:

[refundrequest@airmalta.com](mailto:refundrequest@airmalta.com)

2. Requests to rebook flight tickets that were booked for March 21 to travel in October 21 have to be addressed to email [rescheduling@airmalta.com](mailto:rescheduling@airmalta.com)

However, as advised above the new promocode will not apply in this case and fare difference might apply.

3. For those delegates that have already exchanged their tickets to Air Malta vouchers, they have to send their booking request and voucher details to Air Malta on email address:

[exchanges@airmalta.com](mailto:exchanges@airmalta.com)