

Finnair - AY (105) Временная приостановка рейсов Finnair в Доху и Дубай

Последнее обновление:

Приведенная ниже Особая политика в отношении пассажиров **применяется только к пассажирам, возвращающимся домой из/в Доху или Дубай.** Она не применяется к пассажирам, следующим транзитом через Доху или Дубай. В таких случаях действует стандартная политика при нарушениях перевозки. Пожалуйста, ознакомьтесь с разделом «Разрешенные авиакомпания» ниже.

В связи с обострением ситуации с безопасностью на Ближнем Востоке мы приостанавливаем наши рейсы в Доху и Дубай и обратно. Рейсы в Доху отменяются в период с 28 февраля по 29 марта 2026 года, а все рейсы в Дубай — в период с 28 февраля по 28 марта 2026 года. Мы свяжемся со всеми пострадавшими клиентами Finnair лично по поводу отмены рейсов.

Если клиент находится в Дохе или Дубае и возвращается домой, и Finnair не может перенаправить клиентов, находящихся в Дохе или Дубае, из-за отсутствия свободных мест или коммерческих рейсов, мы рекомендуем клиентам связаться с властями своей страны, которые примут решение о возможных эвакуационных рейсах и предоставят дополнительную информацию. Finnair будет сотрудничать с Министерством иностранных дел Финляндии и другими должностными лицами при необходимости.

Связь с клиентом : В случае сбоя в маршруте клиента Finnair обновит номер бронирования/билет и свяжется с клиентом лично по SMS и/или электронной почте. Чтобы получать сообщения от Finnair, убедитесь, что контактная информация клиента в бронировании актуальна. Дополнительную информацию см. в разделе « [Контакты для пассажиров](#) » .

Варианты для клиента : Если Finnair предложила клиенту новый маршрут, билет будет обновлен автоматически. В случае, если новое расписание не подходит клиенту, элемент SSR OTHS INVOL в бронировании позволяет внести еще одно бесплатное изменение и/или отмену по собственному желанию в соответствии с приведенными ниже правилами.

Исключительная политика обслуживания клиентов в отношении перебронирования и клиентской поддержки (NDC, Edifact и групповые заказы).

Incident	Suspension of DOH & DXB flights
Routes affected	HEL-DOH DOH-HEL HEL-DXB DXB-HEL

Travel dates affected	DOH flights: 28FEB-29MAR26 DXB flights: 28FEB-28MAR26
Applicable tickets	Issued on/before 28FEB26 on 105 stock
New travel dates, also VOLUNTARY changes	-/+14 days from original travel date, latest travel date 26MAR26
Changes to origin/destination/stopover	Origin change permitted if passenger departs from DOH/DXB. Destination changes not allowed. For example, if customer has flights DXB - HEL they can be rerouted from MCT - LHR - HEL. NOT changing travel destination completely. Example: If customer has flights HEL-DXB and want to be rerouted HEL-DEL, that is not allowed.
Airlines allowed	Finnair (AY) as primary option, rerouting permitted also with any airline with interline agreement (incl. QR & TK). This policy ONLY applies to customers who are returning home to or from Doha/Dubai. It does not allow changes for customers who are just connecting through Dubai or Doha. For example, if customer is travelling HEL-DOH-MEL and Doha is only a connecting point, they can be rebooked through a different airport using normal disruption policy.
Booking class to be used	Same or lowest available booking class within same cabin (upgrades to higher cabin are never allowed)
Number of allowed changes	One involuntary change free of charge, further changes according to normal ticket rules
Refunds, also VOLUNTARY refunds	Full or partial refund is permitted for travel on or before 26MAR26, even if none of the booked flights are cancelled by Finnair. For booking channel related requirements, please see further below.
Ancillaries	One involuntary change free of charge for journey-related ancillaries. In most cases the service will be automatically transferred to the new flight at the time of ticket revalidation/reissue. Otherwise, please re-associate the EMD and SSR manually or contact our Agent Help Desk.

	<p>Refund permitted only in case a comparable service is unavailable on the new flight. Process EMD refunds via BSPlink refund application (ARC users: apply for refund via Refund Web-form and mention “ARC Agent” in the additional information box)</p>
Changes to a non-disrupted flight bound	<p>One involuntary change free of charge allowed. AY or oneworld airlines can be offered, and both the origin-destination and journey duration must remain unchanged. In this case add the following remark to the booking: RM NONDISRUPTED BOUND CHANGED AFTER INVOL CHANGE.</p> <p>Additional expenses not covered by Finnair as this is considered as a voluntary change.</p>
Schedule change causing a misconnection	<p>We have tried to maintain all connections on the same ticket, but in some cases a smooth connection may not be possible due to schedule changes. In such cases, travel can be postponed to a later flight/date in the original booking class, or booking can be cancelled for a full refund. Rerouting to other airlines is not permitted.</p> <p>Exception - flights to /from Australia: Rebooking of the connecting flight within IATA Area 3 (Asia/Australia) is allowed between BA, CX, QF, JQ, and JL. The long-haul segment between Helsinki and Area 3 must remain on Finnair.</p>
NDC BOOKINGS	
Change handling	<p>If booking handling is not possible in your usual booking tool, you can alternatively use the Finnair Agency Sales Tool (FAST) by importing the PNR, or contact our Agent Help Desk</p>
Refund handling	<p>Before requesting refund, the booking must be cancelled.</p> <p>1) If the flight is not cancelled by AY, contact Agent Help Desk and request the cancellation of the booking (or part of it). Proceed with the refund request via BSP/ARC.</p> <p>2) If the flight is cancelled by AY, proceed to apply for a refund via BSPlink Refund Application. ARC-agents, see more information about refunds on general Refunds-instructions. If the flight is cancelled by AY but there are still active segments on the PNR, they can be cancelled by contacting</p>

	<p>Agent Help Desk. Apply for a refund via BSPlink Refund Application. ARC-agents, see more information about refunds on general Refunds-instructions.</p> <p>If you cannot calculate the refund amount for the partially used flight documents, you may insert a value what you think is the closest to correct one into the application. When the application is handled, correct refund amount is adjusted by Finnair before refund.</p> <p>A waiver code is not required.</p>
EDIFACT BOOKINGS	
Mandatory waiver text in OSI element (choose suitable one)	<p>OS AY CHANGE DUE TO CONFLICT IN THE MIDDLE EAST</p> <p>OS AY REFUND DUE TO CONFLICT IN THE MIDDLE EAST</p>
For reissue: Indicator in fare calculation	<p>A mandatory indicator must be placed in front of the fare calculation on the reissued ticket:</p> <p>On the day of original departure and the next day: ‘I’ indicator</p> <p>2 days or more from the original departure: ‘S’ indicator</p>
Refund handling	<p>Once the OS element is added, cancel the booking/remaining segments and refund the ticket directly in your own GDS. If that is not possible, apply for refund via BSPlink Refund Application. ARC agents can find more information in the general Refunds-instructions.</p>
GROUPS	<ul style="list-style-type: none"> • If tickets have been issued, Finnair will re-route to alternative services • If tickets have not yet been issued, Finnair will rebook on alternative Finnair operated flights. If no suitable alternative is available and therefore offered, please contact Finnair Group Sales Support for further information <p>Please note that re-routings may take some time to process.</p>
Important information	<ul style="list-style-type: none"> • Refer to Instructions for involuntary change & refund for complete instructions. • “Finnair (AY) only” also includes those flights which are operated by NoRRA or possible wetlease companies operating for Finnair.

- **Individual bookings with TO fares are subject to this policy.**
- **Adhering to this policy is the user's responsibility. Finnair reserves the right to change or withdraw these guidelines at any time.**

**Read more about Finnair's Passenger Rights to get detailed information about EU 261/2004 regulation.
More information available at www.finnair.com/travelupdates.**

[Подробная и обновлённая информация](#)