

Thank you for choosing Lao Airlines

Considering the emerging outbreak of Novel Coronavirus 2019 (COVID-19), Lao Airlines had canceled our Vientiane to Seoul flight from 1st March 2020 – 28th March 2020 and will have special handling for the following ticket describe below:

Eligible ticket

Lao Airlines International Ticket (ticket number starting with 627) with the following condition:

1. Itinerary originated from Vientiane or Seoul only.
2. Departure date from 01st March 2020 – 28th March 2020.

Details of special handling

[Reservation Change]

1. Permitted to change your departure date once without change fees.
2. Your return flight should be no more certain date which is mention in the condition of your ticket.
3. Rerouting and change of airlines are not permitted.
4. If no seats are available under the same booking class on your first preferred flight, you may ask to change to a different date or/and flight.
5. Reservation change must be completed prior to the departure date of your original itinerary.

[Refund]

1. A refund without fee is permitted regardless of the fare rules of your original ticket.
2. Any collected fee in the past such as ticketing services charges, change fees cannot be refunded.

Contact

1. Lao Airlines Call Center, Phone number: 1626 (Local); +85621 510040 (International) / Service hours: MON – SUN (08:00 – 18:00).
 2. Lao Airlines Online Reservation, Email: vtessqv@laoairlines.com, onlinebooking@laoairlines.com / Service hours: MON – FRI (08:00 – 17:00) and SAT (08:00 – 12:00)
 3. Lao Airlines Commercial Office at Manthathoulath Road, Xiengyeun Village, Chantabouly District, Vientiane Capital, Lao P.D.R / Service Hours: MON – FRI (08:00 – 17:00) and SAT (8:00 – 12:00)
- If your ticket is purchased through a travel agency, please contact the ticket issuing travel agency directly.

Once again, we thank you for choosing us and thanking you in advance for your cooperation for the inconvenience caused by this matter.

03rd March 2020
Lao Airlines