

## Important information regarding your travel (COVID-19)

### Dear Customers,

Because of the many questions we receive, we would like to inform you that our consultants handle the requests on a regular basis. Currently, the number of requests is above average and around 99% of them regards the possibilities of travelling or refunds in connection with the COVID-19 pandemic.

In order to expedite the process, we decided to **suspend the possibility to contact us by phone**. Because of that, we were able to speed up the handling of requests, but most importantly the processing of the refunds. We consider it a priority in the current situation. We automatized the processes in order to contact the customers with regard to the refunds even before notify us themselves. If you want to contact us despite this, use the [contact form](#).

At the same time, we want to assure you that we monitor the situation continuously and we focus on the communication with the airlines in order to guarantee and reduce the waiting time for a refund. We introduced a number of improvements to speed up the communication process. We are doing everything in our power to **handle the requests and refunds as fast as possible**.

### Below you will find the most important information for travellers regarding the handling of the orders:

1. If your travel is in the next few days and your itinerary changed, we will inform you about it by phone or an e-mail and introduce available solutions immediately.
2. If your travel is no sooner than in 2 weeks, wait before contacting us. Because of the constantly changing situation, airlines and other partners verify their rules regarding travel on a daily basis. To make sure we have the most current information for you, wait a couple of days.

If you want to contact us despite this, use the [contact form](#). Because of this, we will be able to handle your request faster and more efficiently, and your inquiry will be sent directly to the person carrying on your order.

Our **priority are requests from the customers with near departure date** and we process them first. Customers with flights planned further in the future are asked for patience.

Thank you in advance for your understanding of this unique situation.

eSky Team

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