



Topic: ID ticket embargo for leisure travel on all flights operated by Finnair and Norra

Dear all,

During the industrial action by pilots, we have had to cancel nearly 600 flights since November, and nearly 60,000 customers have been affected. Due to the nature of industrial action, flights often have to be cancelled at very short notice, which causes significant inconvenience to our customers and a lot of additional work for colleagues who take care of our customers' rerouting and customer service both in Helsinki and at our network stations.

The number of cancelled flights is increasing, and no progress has been seen in the collective labour agreement negotiations of pilots. At the same time, there is an increased risk that Finnair employees on leisure ID trips will be stranded around the world, causing uncontrolled and unplanned absences and an increasing challenge to our operations. In this challenging situation, we must focus our efforts on serving our customers and minimise the additional load caused by ID passengers.

Finnair will impose an embargo on leisure ID travel for all flights operated by Finnair and Norra starting from 22.1.2025. The embargo is valid until further notice and will be lifted once our operations have returned to an operationally sustainable level. The embargo applies also to flights operated for Finnair by Iberia and Widerøe.

The ID travel ban does not apply to duty travel with codes 10-18, 32-40. See GOM Annex A 3.0 Customer Priority for more information.

All leisure ID reservations are cancelled by Customer Solution Management team latest 36h before check-in for each flight opens.

Questions and answers

When does the embargo start?

22 January 2025, 00.00 EET / Finnish local time (21 January 2025 22.00 UTC)

Are leisure ID reservations cancelled from the system?

Yes, all leisure ID reservations are cancelled latest 36h before check-in for the flight opens. Use of self-service channels is prevented.

Are employees of other companies than Finnair allowed to travel with Finnair or Norra operated flights as IDs?

No, the embargo also applies to employees of other companies.



READ AND SIGN

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Can ID customers travel from 22.1. onwards if ID tickets have already been purchased, i.e. does the embargo only apply to new ticket purchases?

As of 22.1., ID customers cannot travel with a leisure ID ticket on a flight operated by Finnair or Norra, even if the ticket has already been purchased earlier.

If an ID customer is already at the destination and cannot return before 22.1., can one return?

We hope that all those who have started their travel will have time to arrange their return trip before the embargo takes effect on 22.1.

What should be communicated to an ID customer attempting to board a flight with a leisure ticket?

Finnair has imposed an ID ticket embargo for leisure travel. More information can be found from the ID ticket purchasing platform or other internal Finnair channels.

When will the embargo end?

The embargo is valid until further notice and will be lifted once our operations have returned to an operationally sustainable level.