



## **Topic: Gift cards as first overbooking and downgrade compensations at airports**

Finnair starts providing gift cards as first compensation option. The bank transfer compensation option will be removed from Altéa CM smart compensation flow on **12th of June 2024**. After the change overbooking and downgrade compensation options at the airport are gift card and Avios. Customers gain extra value as the gift card compensation value is 50% more compared to bank transfer compensation. If the original compensation is e.g. 100€ the gift card value is 150€. Gift cards can be used to purchase Finnair flights with certain restrictions. Gift cards are valid for one year.

After compensation issuance in Altéa CM, customer receives the gift card to their email address with below message.

Example of a gift card email customer receives after issuance

