



As the global situation surrounding COVID-19 continues to change rapidly, we have updated the Meetings & Travel page to reflect the current airline policies surrounding booked travel. [You can access the Meetings & Travel COVID-19 page here.](#) Today, however, we've also abbreviated our top airline carrier policies below for you.

**GameStop's travel restrictions are still in place. All non-essential domestic and international business travel should be eliminated until further notice.**

- We are still banning all business travel to China, Hong Kong, Japan, and South Korea until further notice. Any business travel to Italy must be deemed 'essential' and have EVP-level approval
- All employees who make personal travel plans to China, Hong Kong, South Korea, Italy, Japan or Iran must work from home for 14 days following your trip based on the latest news of the coronavirus occurrences.
- This travel alert and restrictions applies to ALL GameStop associates and contractors.
- We will continue to monitor the situation closely and will update our alert and restrictions, based on CDC recommendations.

**American Airlines:**

- Any ticket purchased prior to March 1 will not incur change fees prior to travel. Customers must pay any fare difference, if applicable, at time of ticketing of the new fare.
- This is available for any of American's fares for travel through May 31.
- Customers are allowed to change their origin and destination cities as part of this offer.
- The new ticket must be reissued on/before December 31 or 12 months from the original ticket date (whichever is earlier). Travel must also commence on/before December 31 or one year from original issue date — whichever is sooner.

**United Airlines:**

- Extended our change fee waivers – Any new booking made through April 30, 2020 will be exempt from change fees, and if you're scheduled to travel at any time through May 31, 2020 and would like to change your plans, there is no fee to do so, regardless of when you purchased your ticket or where you're traveling.
- Waived our MileagePlus award ticket redeposit fee – We're now waiving redeposit fees for award travel scheduled through May 31, 2020. You'll continue to have the flexibility to change award travel without incurring a fee, or cancel award travel and retain the value of the ticket as a credit toward future travel.

**Southwest Airlines:**

- If you are scheduled to travel between today and April 30, you can change your travel to a date 60 days from the original date of travel without paying any difference in fare if you are traveling between the same origin and destination. You can do this online by visiting [Southwest.com/rebook](https://Southwest.com/rebook).
- If you decide not to travel, as long as you cancel your flight at least 10 minutes before its scheduled departure, the funds used to pay for a nonrefundable ticket (Wanna Get Away® fares) are normally valid for one year from the date of purchase.

### **Delta Airlines:**

- Delta is waiving all change fees for travel impacted by coronavirus. This applies to all domestic and international travel departing in March, April or May 2020, as well as all tickets purchased between March 1 and May 31, 2020.
- If your travel is eligible for a waiver, you can move your travel dates and even select a new destination. Your unused ticket will be applied toward your new flight, and in some instances a fare difference will apply. If the new fare is lower, you will receive an eCredit for the difference. If the new fare is higher, the difference will be collected.

### **TripActions, Egencia & Unused Tickets:**

As you know, back in March we announced that **GameStop is transitioning to TripActions for all future business travel**. We had asked you to go ahead and get your TripActions Profile set up. Attached are the instructions to set up your TripActions profile in case you still need to do so. As of today, we still have support within Egencia and we know that with the current state of affairs, you might be cancelling some of your travel in Egencia. Here's the skinny on that:

- We don't yet have a date of final support from Egencia, but once we do, we'll let you know
- ALL New and approved business travel moving forward, once the travel restrictions are lifted, should be booked within TripActions
- Any unused Tickets you have in Egencia will continue to exist. However, you will need to:
  - Call the airline carrier associated with the unused ticket BEFORE our support with Egencia ends (we will announce this date once we know)
  - Confirm with the airline carrier that your unused ticket is showing up in your carrier profile (i.e. you Advantage Profile if the flight is on American)
  - When you're ready to use the ticket credit for business travel, you will have a one time waiver from the meetings & travel team to book that flight directly with the airline carrier in order to take advantage of the unused ticket.
  - TripActions will not be able to assist with unused tickets that originated in Egencia
  - If you cancelled a trip and will not be taking any additional business trips within 12 months of the cancelled trip, you are required to inform [SamanthaVogel@GameStop.com](mailto:SamanthaVogel@GameStop.com) or [AshleyRasmussen@GameStop.com](mailto:AshleyRasmussen@GameStop.com).