



Norwegian's Boeing 737-800.

Aug 03, 2021 12:45 BST

## Norwegian offers flexible booking policy with 24 hour money-back guarantee

To meet customer demands for greater flexibility, Norwegian has changed the booking policy for cancellations and changes, allowing customers to cancel with full refund up to 24 hours after purchase.

“Norwegian’s business model is based on giving our customers freedom of choice and that is also the basis of this new policy. This past year has shown us that the situation for travelers can change rapidly, and this increases customer demand for flexibility. In addition, it gives our customers additional time to finalize hotel bookings or other arrangements in connection with

their flights,” said Christoffer Sundby, EVP Sales, Marketing & Customer Care in Norwegian.

Low-cost airline Norwegian offers three ticket categories: LowFare, LowFare+ and Flex. Depending on the kind of ticket, different terms and conditions apply. The different categories of tickets allow the customer to tailor their journey to their individual needs. Customers can choose to travel without luggage, with one or two suitcases and customers may also choose to pick their favorite seat.

This new offering means that customers will be given a full refund, should they choose to cancel or change their trip within 24 hours after purchasing their ticket, whether it be LowFare, LowFare+ or Flex. The opportunity requires the cancellation to take place at least 24 hours before departure.

[Read about the tickets at Norwegian here](#)

---

## About Norwegian

*Norwegian was founded in 1993 but began operating as a low-cost carrier with Boeing 737 aircraft in 2002. Since then, our mission has been to offer affordable fares for all and to allow customers to travel the smart way by offering value and choice throughout their journey.*

*Norwegian has been voted Europe’s Best Low-Cost airline by Skytrax for six consecutive years and won Airline Program of the Year Europe & Africa at the Freddie Awards for four consecutive years. Since 2012, Norwegian has won over 55 awards for our service, product, and innovation in the industry.*

*We were the first airline in the world to join the UN Climate Secretariat’s climate action-initiative in 2019, pledging to work systematically to become carbon neutral by 2050.*

*Norwegian operates a short haul network across the Nordics and to key European destinations providing customers with excellent quality at affordable fares.*

## Contacts



### **Press Office details**

Press Contact

[press@norwegian.com](mailto:press@norwegian.com)

**Marketing/sponsorship requests: [marketing@norwegian.com](mailto:marketing@norwegian.com)**

Press Contact

Marketing/sponsorship requests: [marketing@norwegian.com](mailto:marketing@norwegian.com)