



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

The Norwegian group is a leading Nordic aviation company, headquartered at Fornebu outside Oslo, Norway. The company has over 8,200 employees and owns two of the prominent airlines in the Nordics: Norwegian Air Shuttle and Widerøe’s Flyveselskap. Widerøe was acquired by Norwegian in 2024, aiming to facilitate seamless air travel across the two airline’s networks.

Norwegian Air Shuttle, the largest Norwegian airline with around 4,700 employees, operates an extensive route network connecting Nordic countries to key European destinations. In 2024, Norwegian carried 22,6 million passengers and maintained a fleet of 86 Boeing 737-800 and 737 MAX 8 aircraft.

Widerøe’s Flyveselskap, Norway’s oldest airline, is Scandinavia’s largest regional carrier. The airline has more than 3,500 employees. Mainly operating the short-runway airports in rural Norway, Widerøe operates several state contract routes (PSO routes) in addition to its own commercial network. In 2024, the airline had 3.8 million passengers and a fleet of 49 aircraft, including 46 Bombardier Dash 8’s and three Embraer E190-E2’s. Widerøe Ground Handling provides ground handling services at 41 Norwegian airports.

The Norwegian group has sustainability as a key priority and has committed to significantly reducing carbon emissions from its operations. Among numerous initiatives, the most noteworthy is the investment in production and use of fossil-free aviation fuel (SAF). Norwegian strives to become the sustainable choice for its passengers, actively contributing to the transformation of the aviation industry.

Contacts



For journalists only

Press Contact
Norwegian Press Office
press@norwegian.com
+47 815 11 816



Marketing/sponsorship requests: marketing@norwegian.com

Press Contact
Marketing/sponsorship requests: marketing@norwegian.com