



## Dear travel agent partner,

Discover our latest network growth, new aircraft, smoother booking tools, and smarter flight + rail options, all designed to make selling and servicing your customers easier.

Let's dive in!

### What's new:

- \* Long-haul highlights: Finnair returns to Toronto and launches Melbourne from October 2026
- \* Fleet renewal with more comfortable, connected short-haul aircraft
- \* Seamless flight + rail combinations via key European gateways
- \* Technical enhancements simplifying booking servicing
- \* Temporary payment policy exception to support NDC/FGT bookings

## Narrowbody fleet renewal in 2027

Finnair continues to invest in customer comfort and operational efficiency across our European network. Fleet renewal delivers a more consistent, modern onboard experience on European services for your customers and an easy sell for both leisure and business travel.

- \* All-new Embraer E2 aircraft will join our fleet from autumn 2027
- \* Quiet and spacious cabins, more personal space, and longer range
- \* High-speed internet connectivity and USB charging at every seat
- \* Introduction of newer Airbus A320/321ceo aircraft, replacing our oldest narrowbody aircraft

[Read more about the new fleet](#) 

## Long-haul highlights: Toronto and Melbourne

After an 11-year hiatus, Finnair is proud to [return to Toronto](#), reconnecting Europe with Canada's largest city and further strengthening our expanding North American network, which includes year-round services to New York, Dallas, and Los Angeles, as well as seasonal routes to Chicago, Seattle, Miami, and Toronto.

We are also expanding our reach into the southern hemisphere with daily [flights to Melbourne](#) via Bangkok, with carefully timed schedules enabling seamless connections between the northern and southern hemispheres.

## Intermodal connections – flight + rail made easy

Finnair has expanded its intermodal offering with **Access Rail (9B)**, now available on **GDS**. You can easily combine flights and train journeys into a single booking, offering your customers competitive pricing and seamless transfers.

Travellers can continue by train from major European gateways including **London, Paris, Amsterdam, Brussels, Milan, Vienna and Madrid**, giving wider access beyond the airport.

Rail coverage has also been expanded in **Korea**, with onward train connections via **Seoul Incheon (ICN)** in partnership with **Korail**.

All flight + rail journeys are currently **bookable via Edifact**, with **NDC coming later**.

[How to combine flight and train booking](#) 

## Technical Improvements for booking handling

We've recently rolled out several enhancements to make booking and servicing smoother and more efficient for agents. You can read the full articles on Finnair Easy.

- \* [Dynamic waiver offers more flexibility when handling irregular operations](#)
- \* [Seat pricing changing into mono-coupon EMD from 14 April](#)
- \* [Edifact refund eligibility for AY reissued tickets](#)

## Exception to Finnair Payment Policy for easier booking handling

As a reminder, Finnair's Payment Policy requires agents to use only accepted payment methods, and the use of an agent's own card is normally not allowed. However, there is an exception, which can significantly ease booking handling:

- \* If servicing NDC or FGT bookings is limited due to missing technical capabilities, agents may use a payment card in the name of the travel agency
- \* Applies when booking additional services via the Finnair Agent help desk

[Full details available on Easy](#) 

## What did you like in this newsletter, or what could we improve?

Please share your thoughts and feedback via the Finnair Easy Agent feedback survey on the Finnair Easy site. [Click the feedback button](#) on the right and select Agent communication.

Thank you for your continued partnership. We look forward to supporting your success with Finnair.

Warm regards,  
Finnair Sales team