



# Agent news from Finnair



## Network growth. New routes. Essential agent updates.

Dear travel agent partner,

Thank you for your continued cooperation during the first half of the year. As we move into the busy holiday season ahead, we are pleased to support you with the latest Finnair updates, from network growth and new routes to enhanced flexibility, services, and important operational reminders, to help you plan and serve your customers with ease.

Happy selling!

## Agent Help Desk – updated contact details

A gentle reminder that some Finnair Agent Help Desk phone numbers and opening hours were updated on 19 May. These are specifically tailored to agency needs and connect you directly with specialists in travel agent matters. Please ensure your teams use the latest contact details for efficient support handling.

- Updated numbers and service hours are now in effect
- For all agency-related servicing and booking queries
- [Always check the latest contact info online](#)

## Network update – Summer 2026 & beyond

Finnair continues to expand its network, offering new opportunities for your customers.

### New long-haul destinations:

- Toronto (YYZ) – 3 weekly flights during summer
- Melbourne (MEL) – via Bangkok, connecting Europe and Australia more smoothly

### New European destinations:

- All-year-round – Luxembourg, Stavanger, Turin, Valencia and Umeå
- summer destinations – Alta, Catania, Florence, Kos, Kuressaare, Thessaloniki and Tirana

### Seasonal winter routes from Central Europe to Finnish Lapland:

- Brussels → Kittilä
- Paris → Rovaniemi
- Zurich → Kittilä

### Flights to Middle East being monitored closely

We are closely monitoring the situation in the Middle East. Due to the current instability, our flights in the region remain suspended.

- [Latest updates available on this article](#)

## Finnair reconnects Turku and Tampere to its global network from October 2026

We're pleased to share an important network update that will benefit both travel agencies and your clients: from 25 October 2026, Finnair will reintroduce flights to Turku (TKU) and Tampere (TMP), restoring direct connections from these growing regional cities to Finnair's international network via Helsinki.

[Take a look at the schedule →](#)

## Dynamic Waiver – now with refund capability

The Dynamic Waiver now allows a combination of voluntary change and cancellation with refund options. This update supports smoother handling of irregular operations and improves customer service options.

[Read more →](#)

## New ancillary: Group Priority Security

We are pleased to introduce Group Priority Security (GPRS) at Helsinki Airport. Designed for group bookings, this travel extra helps simplify the airport journey. They can move at their own pace, supporting a more flexible and comfortable airport experience for each traveller.

[Read more about group bookings →](#)

## Fuel surcharge (YR) updates for tickets originating from Japan

Finnair applies a fuel surcharge (YR) to its tickets on selected routes to reflect fluctuations in aviation fuel prices. The surcharge is reviewed every two months and is based on the average market price of jet fuel. It applies to Finnair-operated and marketed flights with **Japan as the country of origin**. On Atlantic Joint Business routes, fuel surcharge levels follow the standard process and may be adjusted without prior announcement.

[Read more about the surcharge →](#)

Wishing you a wonderful summer season and continued success in your sales!

With warm regards,  
Finnair sales team