


You are able to see the fare rules for the ticket online, within the booking. I have provided steps on how to find out this information:

Please note the below step by step guide is an example only and not based on your booking

1. Go into the booking in question online.
2. By the flight's details, you will see a button that shows as rules -  Rules
If you have different booking classes you will have to check the rules on each flight
You can see the booking classes within the flight details like below:

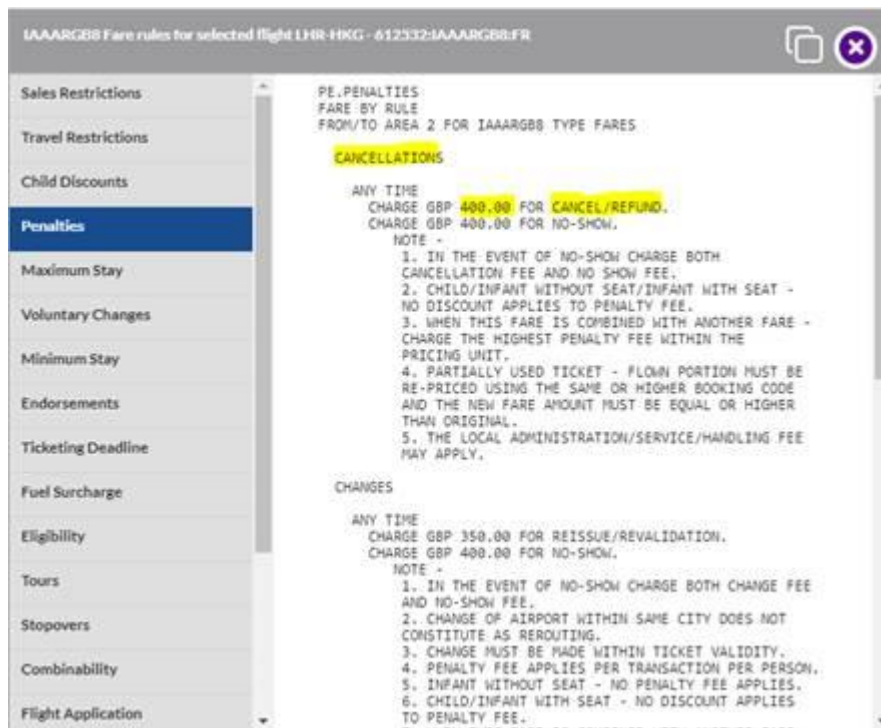
Business [O]

Economy [X]

3. Once you have clicked on the rules button a pop-up box will appear. Please click on the penalties category and from here you will be able to see the cancellation rules. You may need to scroll down to find the cancellation rules.

The most restrictive cancellation rule will apply.

The below cancellation fee is per person.



IAAARG88 Fare rules for selected flight LHR-HKG - 612332:IAAARG88:FR

PE. PENALTIES
FARE BY RULE
FROM/TO AREA 2 FOR IAAARG88 TYPE FARES

CANCELLATIONS

ANY TIME
CHARGE GBP 400.00 FOR CANCEL/REFUND.
CHARGE GBP 400.00 FOR NO-SHOW.
NOTE -
1. IN THE EVENT OF NO-SHOW CHARGE BOTH CANCELLATION FEE AND NO SHOW FEE.
2. CHILD/INFANT WITHOUT SEAT/INFANT WITH SEAT - NO DISCOUNT APPLIES TO PENALTY FEE.
3. WHEN THIS FARE IS COMBINED WITH ANOTHER FARE - CHARGE THE HIGHEST PENALTY FEE WITHIN THE PRICING UNIT.
4. PARTIALLY USED TICKET - FLOWN PORTION MUST BE RE-PRICED USING THE SAME OR HIGHER BOOKING CODE AND THE NEW FARE AMOUNT MUST BE EQUAL OR HIGHER THAN ORIGINAL.
5. THE LOCAL ADMINISTRATION/SERVICE/HANDLING FEE MAY APPLY.

CHANGES

ANY TIME
CHARGE GBP 350.00 FOR REISSUE/REVALIDATION.
CHARGE GBP 400.00 FOR NO-SHOW.
NOTE -
1. IN THE EVENT OF NO-SHOW CHARGE BOTH CHANGE FEE AND NO-SHOW FEE.
2. CHANGE OF AIRPORT WITHIN SAME CITY DOES NOT CONSTITUTE AS REROUTING.
3. CHANGE MUST BE MADE WITHIN TICKET VALIDITY.
4. PENALTY FEE APPLIES PER TRANSACTION PER PERSON.
5. INFANT WITHOUT SEAT - NO PENALTY FEE APPLIES.
6. CHILD/INFANT WITH SEAT - NO DISCOUNT APPLIES TO PENALTY FEE.
7. LOCAL SERVICE FEE TO COVER THE LOCAL SERVICE FEE.

How to work out how much you are due back:

If the fare rules show as non-refundable

This means you will not get back the fare paid or the YQ/YR tax on the ticket.

To work out what taxes are refundable, I have provided a link on the email for a spreadsheet, you will need to filter out the destination your clients are travelling to/from. Once you have done this you will see the two-letter tax code applicable for that destination and if the taxes are refundable or non-refundable.

To see the taxes paid on the booking, please click on the **I** icon next to **Taxes, Fees & Carrier Charges**

The screenshot shows a flight booking summary. On the left, under 'Passenger', it lists '1 Adult' with a 'Total Net Fare(s)' of £2,508.00. A 'Total' row shows £2,508.00. Below this is a 'Taxes, Fees & Carrier Charges' section with a 'Tax Breakdown (Per Passenger)' table. The table lists various tax codes and their corresponding amounts for an adult passenger. The YR tax code is highlighted in yellow with an amount of £226.40. Other tax codes include AU (£30.40), GB (£176.00), IS (£11.00), UB (£40.87), WG (£3.60), WY (£19.80), and G3 (£37.40). At the bottom, there is a warning icon and text: 'The prices above may not be guaranteed. Please refer to your booking confirmation email for the pr...'

Passenger	Total Net Fare(s)	Taxes, Fees & Carrier Charges
1 Adult	£2,508.00	£545
Total	£2,508.00	£545

Tax Breakdown (Per Passenger)	
Tax Code	Adult
YR	£226.40
AU	£30.40
GB	£176.00
IS	£11.00
UB	£40.87
WG	£3.60
WY	£19.80
G3	£37.40

If the fare rules show a cancellation fee

The cancellation fee will be taken away from your fare and YQ/YR tax. As this is what has been paid to the airline.

In the below example it would be £2508.00pp Fare + £226.40pp YR tax - £400.00pp airline cancellation fee = £2334.40pp due back.

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To see the taxes paid on the booking, please click on the **I** icon next to **Taxes, Fees & Carrier Charges**

This screenshot is identical to the one above, showing the same flight booking summary and tax breakdown table. It includes the passenger details, total fare of £2,508.00, and a tax breakdown table with YR tax at £226.40. A warning icon and text are visible at the bottom: 'The prices above may not be guaranteed. Please refer to your booking confirmation email for the pr...'