



# REFUND PROCESSES AND TIMELINES

WE ARE WITH YOU 

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## **1 - Aviate processing stage:**

- Your request will be reviewed by Customer Support and submitted to the airline if eligible.
- An email will be sent to you to advise that this stage has been completed and whether the refund will be processed by GDS or BSPLink.
- During busy periods this could take up to 72 hours, however we're currently completing this stage within 24 hours of your request being submitted via our [refund request form](#).

## 2 - Airline processing stage

**Airlines refunding via GDS** - Airlines refunding via GDS tend to send payment to us within 2-4 weeks of us processing your request:

REFUND PROCESSED BY US (email confirmation sent to you by us)	EXPECTED PAYMENT TO US	REFUND PAID TO YOU
16 to 31 December	18 January	1 February
1 to 15 January	2 February	16 February
16 to 31 January	17 February	3 March
1 to 15 February	2 March	16 March
16 to 28 February	17 March	6 April

**Airlines refunding via BSPLink** - Airlines refunding via BSPLink can take longer to send payment to us. Our most popular airlines, and our **estimates** on their timelines are shown in the table:

AIRLINE	EXPECTED PAYMENT TO US	REFUND PAID TO YOU
WS/MH/KQ/BI	6-8 wks from refund request	+2 wks
VN	12 wks from refund request	+2 wks
MS/TP/TS/UL	24-26 wks from refund request	+2 wks
AT/WY	52 wks from ticketing date	+2 wks
AV/DI/DY/D8/ MK/SA/TG/UX	No refunds to date (see 'airlines who are not refunding' on the next page)	

### **3 - Aviate refunding stage:**

- Our finance team will issue a credit note within 1 week of receiving monies from the airline.
  - Your credit note will confirm when and how you will receive payment.
  - Refunds are paid to you no later than 2 weeks from the date the airline returns monies to us (which for GDS refunding is approximately 4-6 weeks from when you requested it). Please note that credit card refunds can be subject to delays whilst your merchant processes the payment.
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### **Contacting us about BSPLink Refunds**

You only need to contact us if our estimated timelines have expired and you haven't received correspondence or a credit note from us.

My team will check the status of your refund with the airline, and provide you with an update within 48 hours.

In the unlikely event that after a period of 4 weeks you have not had correspondence or a credit note from us, you may wish to check the status of your refund with us again.

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### **Airlines who are not refunding**

I realise how frustrating it is for you and your client to be unaware of when to expect your refund. Rest assured, our support teams are chasing airlines frequently and fiercely to push for cases to be resolved, and myself and the management team are pressing for a timeline to be established longer term.