



Bulletin	
Date	26 th October 2021
Subject	** Air Mauritius Refunds update **

Dear Valued Agent

We are pleased to inform you following Air Mauritius emergence from Voluntary Administration refunds of unused tickets can now be activated through your GDS with immediate effect. The Process for all MK (239) documents are as follows:

Open Tickets: Refund through GDS

Purged Tickets: Provide UKSALES with a list of tickets that are purged. MK will change status to open, then tickets can be refund through GDS upon confirmation from MK

EMD (GFFT): Refund through GDS. Any EMD that has been increased by 10% will not be refunded in full. Refund will be calculated at -10%

EMD (RSVT): Non-refundable. Please contact UKSALES for further information

Air Mauritius does appreciate your patience in this matter and look forward to a full re-engagement of sales activities.

We are at your disposal for any questions you may have regarding the above.