

Refund and Exchange Policies for GDS Tickets

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INVOLUNTARY – WAIVER CODES		
REFUND		
TRAVEL date	Applicable for	Waiver code
From 01NOV22 to 30APR23	<ul style="list-style-type: none">• Date change• Aircraft change resulting in the loss of a Club class seat• Change from a direct flight to a connecting flight• Schedule change of 6 hours or more	W22CXLRFND
From 01MAY22 to 31OCT22		S22CXLRFND
From 01NOV21 to 30APR22		W21CXLRFND
EXCHANGE		
TRAVEL date	Applicable for	Waiver code
From 01MAY22 to 31OCT22	<ul style="list-style-type: none">• Date change accepted by pax	S22RIS
	<ul style="list-style-type: none">• Date change, passenger may choose a different date other than proposed (no fare difference applicable if the new date is +/- 7 days from original date)• Passenger may also change destination (no fare difference applicable if the new destination is +/- 7days from original date and in the same country, otherwise the fare difference applies)	S22DAY
	<ul style="list-style-type: none">• Change of flight number	S22NUM
From 01NOV21 to 30APR22	<ul style="list-style-type: none">• Date change accepted by pax	W21RIS
	<ul style="list-style-type: none">• Date change, passenger may choose a different date other than proposed (no fare difference applicable if the new date is +/- 7 days from original date)• Passenger may also change destination (no fare difference applicable if the new destination is +/- 7days from original date and in the same country, otherwise the fare difference applies)	W21DAY
	<ul style="list-style-type: none">• Change of flight number	W21NUM

Conditions:

- These generic waiver codes may only be used for the reasons listed in this memo and will not be accepted for any other situation.
- Rebooking procedure:** Travel agencies may make changes to their booking and reissue tickets on an even exchange basis and by entering the waiver code in the endorsement box of the reissued ticket
- Refund procedure:** Travel agencies may self-refund tickets by entering the waiver code in the Waiver Code box, Reason code field or Refund application Box
- Disclaimer:** ADM disputes will not be honored if the above process was not fully respected

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VOLUNTARY REFUND					
ISSUE date	Fare	Refundable	Applicable for	FTC	Waiver code
As of 21APR22	Eco Flex Club Flex	Yes	Cancel up to 24 hrs prior to departure with no fee	No	No
	Eco Budget Eco Standard Club Standard	Yes	Cancel up to 24 hrs prior to departure with a \$200 fee per person, per ticket (whether one way or round trip).	No	No
From 01DEC21 to 20APR22	Eco Flex Club Flex	Yes	Cancel as per terms and conditions up to 24 hrs prior to departure and receive a refund	No	No
	Eco Budget Eco Standard Club Standard	No	100% non-refundable	No	No
From 04MAR20 to 30NOV21 (Book With Peace of Mind offer)	Eco Flex Club Flex	Yes	Cancel as per terms and conditions up to 24 hrs prior to departure and receive a refund. Once a flight segment is used, the return flight is non-refundable.	No	No
	Eco Budget Eco Standard Club Standard	No	Cancel up to 24 hrs prior to departure and receive a future travel credit (FTC) only. Procedure: 1. Cancel flight segments / 2. Save and close file / 3. When passenger is ready to make a new reservation, use waiver code below. Once a flight segment is used, the return flight is non-refundable.	Yes	No
EXCHANGE					
ISSUE date	Fare	Exchangeable	Applicable for	FTC	Waiver code
As of 21APR22	All	Yes	Change of destination or travel date possible up to 24h prior to departure with no fees, fare difference applicable. Name change not permitted.	No	No (Fare filing updated with new rules)
From 01DEC21 to 20APR22	All	Yes		No	No (Fare filing updated with new rules)
From 04MAR20 to 30NOV21 (Book With Peace of Mind offer)	Eco Flex Club Flex	Yes	Change of destination or travel date possible up to 24h prior to departure with no fees, fare difference applicable.	No	No
	Eco Standard Club Standard	Yes	One-time free change of destination or travel date possible up to 24h prior to departure with no fees, fare difference applicable.	Yes	COVIDCHG16MAR
	Eco Budget	Yes		Yes	COVIDCHG16MAR

** For tickets issues prior 04MAR20, waiver COVIDCHG16MAR applies

Conditions:

- Valid on individual bookings only
- Fare difference is per person, per direction. No refund will be given if the price is lower than the original price.
- No refunds for cancellations within 24 hrs of departure. If the client decides to cancel the booking, refund will be permitted as per terms and conditions of the ticket unless it's FTC.
- For tickets issued within the dates of the Book with Peace of Mind offer, future travel credit (FTC) has no expiry date and is fully transferable.