

Book with confidence - new tickets issued between the 1st of July and the 31st of August

Last updated on: 06 Aug 2020

For our Customers to plan their next travels with confidence, TAP will allow a **one-time free rebooking** (DU tax waiver) on **all tickets issued between the 1st of July and the 31st of August, for travel between the 1st of July 2020 and the 31st of October 2020.**

The **change must be made up to 21 days before** the date of the first flight!

New flight dates must comply with the ticket's validity. Validity cannot be extended.

This condition has been added to the fares' notes, so that the change can be recalculated, like any other change, in your GDS.

Other conditions:

- **The rebooking fee is free (DU), however, any difference in fare or taxes must be collected.**
- **Discount of 15€ or 50€ (depending on route)**
 - Discount offer on new travel (except INF), to be deducted from the new amount, in the case of additional charge.
 - 15€ for medium-haul*
 - 50€ for long-haul**If the amount of the difference to be paid is less than the offer, apply NOADC (and no credits remain).

How to calculate the price of the new ticket with the bonus offer

1. If the amount of the difference to be paid is equal to or less than the discount to be applied, apply NOADC (no credit remaining)

2. If the amount of the difference to be paid is greater than the discount, then enter the amount to be charged in the “Total Amount” field. Also, enter the form of payment for the original ticket and insert a new form of payment with the surcharge to be charged to the passenger.

- Endorsements: TPBWCOFFER
- Valid only on TP flights operated by TAP.
- Not applicable to TP flights operated by partner airlines.
- Valid for fully unused tickets.

* domestic flights, European and Africa medium-haul (except Luanda and Maputo)

** Long haul flights Africa (Luanda and Maputo), Brazil, Venezuela, United States and Canada



Ticketing and EMDs Refunds

Authorized refunds and voluntary refunds

Last updated on: 17 Jun 2020

Covid-19

In the current context the request for voluntary and / or involuntary ticket refunds can only be made via BSPLINK. TAP warns that the process can take longer than usual.

Refund of Electronic Tickets is authorized according to Fare Rules.

With the exception of EMD for UMN service (if canceled prior to check-in closure), cancellation or scheduled change of more than 5 hours (UN or TK status), EMDs are non-refundable. However, all EMDs may be reused for the same service within one (1) year from the date of issue.

Refunds in case of irregularity

In accordance with the General Conditions of Carriage and [European Regulation EC 261/2004](#), total or partial refunds in case of irregularity are only allowed in the following cases:

- Ticket 047 - TAP operating carrier or other Airline - duly substantiated cancellations and / or schedule changes (e.g. delays).
- **Schedule change up to 5 hours** – Refund according fare rules.
- **Schedule change of 5 hours** or more- full refund
- **Cancellation and / or delay in which the alternative given by the company causes a delayed arrival of more than 5 hours** - Refund without penalty.

- in case of cancellation of another airline's flight or TP marketing flight. You must first contact TAP for authorization.
- **Delay that results in misconnection and/or an overnight stay** – Please contact our Help Desk

In case of "UN" or "TK due to flight renumbering, fare rules apply.

If the cancellation or delay refers to a flight operated by another Airline, it is mandatory to send TAP the copy of the Refund Notice, ticket and copy of the change in the reservation, during the month of the refund processing, by email to our Help Desk, with the keyword WAIVE in the subject of the email.

On a commercial flexible basis, some refunds will be allowed as described below. Cases not covered by these exceptions will be dealt according to the rules, therefore they should always be checked and transmitted to customers!

Direct refunds authorized with a fee of EUR30 (CANX FEE)

- Death of passenger or family member* (must present a death certificate / certificate of kinship)..

It is mandatory to send TAP the copy of the Refund Notice, ticket and copy of certificates, during the month of the refund processing, by email to our Help Desk, with the keyword WAIVE in the subject of the email.

*Family members including:

- Spouse/common law
- Children - natural or adopted
- Parents
- Stepmothers/Stepfathers
- Siblings
- Grandparents
- In laws
- Brothers/sisters in law
- Sons/daughters in law

Voluntary Refunds

We prepared a quick reference to help you through the process of calculation of a voluntary refund. [Download it here](#) for your convenience.

Amadeus GDS users can process TAP's voluntary ticket refunds through [Amadeus ATC Refund](#), a fully automated refund calculation tool. By eliminating the risk of errors and consequently the number of ADMs, in two steps the tool calculates the

values of fare and taxes to be refunded, as well as verifies any penalties.

Note

- According to IATA Manual - Passenger Air Tariff (PAT), Taxes US/ZP and XF are non-refundable on non-refundable tickets.
- In the case of tickets whose refund chapter has a "before departure" penalty, the fees are refundable. On the same ticket type in case of "after departure", these taxes are non-refundable.
- TAP collects a service fee (cancellation penalty CP) of **Eur30.00** on **Full Refunds** of all fares (except on fully refundable fares* if requested on GDS within **24 hours after issuance (value eff. 29JAN20)**.

This 24h rule only applies to tickets; cancellations of EMD's alone follow the applicable rules (most are non ref).

Only one fee is applied to a ticket and its associated EMDs.

- **The 24-hour refund rule only applies to tickets where the passenger has not been No-show!**

***Brand PLUS fares in the RBDs Y- / B- / M- / S- are fully refundable.**