

For passengers on flights cancelled by us, the options offered to the customer will be as below:

1. Extend validity of ticket automatically till 30 Sep 2021
2. 1 FOC change of date in same cabin without ADC
3. Change of sector and change of name allowed with ADC as applicable
4. Full refund (please attempt to offer the above options first) For any refund requests please send each request individually to UK(to Bram) for authorisation as it needs to be authorised from HQ and also so we can keep track of it.

For flights that are not cancelled and the passenger requests for a change in date or refund:

1. Change of date/sector with applicable ADC. No name change allowed.
2. Refund as per fare rules (no full refund as flight is operational)