

## **Friday 23 April 2021**

It has been brought to our attention that some agents have obtained a double refund on some tickets issued during the pandemic.

May we kindly advise all our partners that if this has been the case, an ADM will be raised with an administration fee of GBP20 per ticket that has been refunded twice.

We urge all our partners to be diligent to avoid such issues and thank you for your ongoing support.

Should you have any concerns please do not hesitate to contact us on [!](#)