

VOLUNTARY REFUNDS

New refund requests can now be made through GDS, therefore through direct refund. Valid for tickets that have not yet been subject to any other refund request, namely via BSP Link.

Refunds previously requested via BSP Link will be honoured and processed as soon as possible.

COVID-19 TESTS TO MEET UK REQUIREMENTS

TAP, in partnership with the [Randox Health](#) laboratory, allows you to carry out the RT-PCR test for COVID-19, with exclusive benefits. TAP customers travelling from the **UK** will be able to perform the **RT-PCR test** through the **home sample collection kit** - an immediate solution that allows the **test to be performed within 4 business days**.

Our passengers will be entitled to an **exclusive discount** using the **promo code TAPAIR**.

For more information, please go to agents.flytap.com or in case of further doubts and questions, please contact our [Agency Help Desk](#) (Monday to Friday: 09h00 – 18h00)