

Refund and Exchange Policies For GDS Tickets

INVOLUNTARY - WAIVER CODES		
REFUND		
TRAVEL date	Applicable for	Waiver code
From 01NOV23 to 30APR24	<ul style="list-style-type: none"> 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 	W2324CXLRFND
From 01MAY23 to 31OCT23		S23CXLRFND
EXCHANGE		
TRAVEL date	Applicable for	Waiver code
From 01NOV23 to 30APR24	<ul style="list-style-type: none"> Date change, passenger may 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 +/- 7 days from original date in the same country, otherwise the fare difference applies) 	W2324RIS
	<ul style="list-style-type: none"> Change of flight number Change of flight number 	W2324DAY
From 01MAY23 to 31OCT23	<ul style="list-style-type: none"> Date change, passenger may 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 +/- 7 days from original date in the same country, otherwise the fare difference applies) 	W2324NUM
	<ul style="list-style-type: none"> Date change, passenger may 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 +/- 7 days from original date in the same country, otherwise the fare difference applies) 	S23RIS
	<ul style="list-style-type: none"> Change of flight number 	S23DAY
		S23NUM

Conditions:

- In the case of an involuntary change (change of schedule, flight cancellation by the company, change of aircraft, etc.), the customer must accept or reject the proposed change with the travel agent within a maximum of 28 days from the notification.
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- 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 06OCT22	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 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
	Eco budget	No	100% non-refundable	No	No
From 21APR22 to 05OCT22	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
EXCHANGE					
ISSUE date	Fare	Exchangeable	Applicable for	FTC	Waiver code
As of 06OCT22	Eco Flex Club Flex Eco Standard Club Standard	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
	Eco budget	No	Changes not permitted	No	No
From 21APR22 to 05OCT22	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

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.