24H BR Cancellation rule

Live 19 July 2023, updated 9 May 2024

Step 1 - Starting point

🟦 **Question**　　　　　　　　　　　　　　　　　　　　　　No linked steps

24 - Hour BR Cancellation process

Due to applicable law for the BR market, we always need to proceed **with the full refund without retention of any fee of the PNR (ticket)** whenever the passenger requests the cancellation of the ticket within 24 hours of purchase and the departure is at least 7 days after the day of purchase.

The process applies:
- for B.com from 19th September 2023 and is retrospective
- for the rest of the orders from 19th of July 2023 and is retrospective

This is applicable under the following criteria (all should apply):

1. Market/Itinerary/Residence:
    1. BR site orders **in general, irrespectively of itinerary**
    2. non-BR site bookings/PNRs **for flights arriving in Brazil**, if made by a Brazilian resident
2. Cancellation within 24h from the time of purchase
3. Cancellation request received within 24hrs
4. First departure date is at least 7 days after the payment date.ex. if I book today, 7th of JUL, the departure date should be not earlier than 14th of JUL, if the departure date is 14th of JUL it still should be cancelled for free, if departure date 13th of JUL - 24h BR free cancellation doesn't apply)
5. First issue tickets only, cannot be applied to reissued tickets.

24h BR cancellation

Cancellation reason applies per PNR/ticket. Passengers are eligible for 24h BR cancellation if they want to proceed with partial cancellation in case of a multi-NPR order.The conditions must always apply on PNR level.

1. Cancellation requests received within 24 hours　　　　　　　　　　Step 2

Step 2

■ Solution   Parent step: 1

Cancellation requests received within 24 hours

Ticket/PNR eligible for void

BR site orders   in general, irrespectively of itinerary

1. Check if the ticket is eligible for void automation as described here.

a. If tickets are eligible for VOID Automation proceed with the next step.

b. If tickets are not eligible for Void automation proceed with the manual void of tickets/EMDs.

NOTE: In case the FL agent cannot proceed with void of tickets ,FL agent must register an errand with Send to Support with an urgent deadline to prioritize the handling. Support agent will complete void of tickets.

2. Agent who completes void(either manual or automatic) must run 'Modify Order' with cancellation reason **"VOID".**

3. Send cancellation confirmation "24H BR CXL conf/split - flight void/24h" if split performed, or "24H BR CXL conf. - flight void/24h" if customer canceled for all passengers. Email templates are located in folder First Line -> Cancellation-> CXL confirmation -> 24h BR cancellation. B.com email templates are available in Edvin in the folder Booking.com   First line   Cancellation   CXL Confirmation   24h BR cancellation folder.

Non-BR site bookings   for flights arriving in Brazil

1. If the ticket is eligible for void, proceed with the manual void of tickets/EMD in GDS/portal, cancel segments, and add ghosting.

NOTE: In case FL agent cannot proceed with void of tickets , the FL agent must register errand with Send to Support with an urgent deadline to prioritize the handling. Support agent will complete void of tickets

2. Agent who completes void must run 'Modify Order' with cancellation reason "24H BR Cancellation". **Attention! Do not use the "Void" cancellation reason as it is connected to automation.**

3. Send cancellation confirmation "24H BR CXL conf/split - flight void/24h" if split performed, or "24H BR CXL conf. - flight void/24h" if customer canceled for all passengers. Email templates are located in the folder First Line -> Cancellation-> CXL confirmation -> 24h BR cancellation.. B.com email templates are available

in Edvin in the folder Booking.com   *First line   Cancellation   CXL Confirmation   24h BR cancellation folder.*

Ticket/PNR eligible for full refund due to 24h rule without waiver/authorization, as per Edvin docs

1. Cancel the segments in GDS/portal, add ghostline where applicable.
2. Run 'Modify order' with cancellation reason "24H BR Cancellation"
3. Send cancellation confirmation "24H BR CXL conf/split - flight void/24h" if split performed, or "24H BR CXL conf. - flight void/24h" if customer cancelled for all passengers. Email templates are located in folder First Line -> Cancellation-> CXL confirmation -> 24h BR cancellation.. [B.com](B.com) email templates are available in Edvin in folder *Booking.com   First line   Cancellation   CXL Confirmation   24h BR cancellation folder.*

Ticket/PNR eligible for full refund due to 24h rule, but authorization required

1. FL agent cancel segments when applicable, Register errand with Send to Support with urgent deadline to prioritise the handling.
2. Support agent contacts YY to request authorization for full refund.
3. When authorization is received, Support agent runs 'Modify order' with cancellation reason "24H BR Cancellation". Evem if authorization rejected or not and order was send via Modify order after 24 hours always insert in the errand the reason why the order was placed with delay. In case the deadline has passed and no contact is possible with the airline and PNR is issued in a Portal (ex. FLX) proceed with the claim of ticket(s) as per fare rules to refund any possible amount to us.
4. Send cancellation confirmation "24H BR CXL conf/split - flight void/24h" if split performed, or "24H BR CXL conf. - flight void/24h" if customer cancelled for all passengers. Email templates are located in folder First Line -> Cancellation-> CXL confirmation -> 24h BR cancellation.. [B.com](B.com) email templates are available in Edvin in folder *Booking.com   First line   Cancellation   CXL Confirmation   24h BR cancellation folder.*

Ticket/PNR eligible for full refund due to 24h rule with waiver, as per airline's policy (supporting docs needed)

1. FL agent cancel segments when applicable.
2. Run 'Modify order' with cancellation reason "24H BR Cancellation"
3. Sent to customer cancellation confirmation"24H BR CXL conf/waiver for BR residents to request supporting docs.Email template is located in folder First Line -> Cancellation-> CXL confirmation -> 24h BR cancellation.. [B.com](B.com) email templates are available in Edvin in folder *Booking.com   First line Cancellation   CXL Confirmation   24h BR cancellation folder.*
4. Second line agent agents will contact yy to provide supporting docs.

Ticket/PNR not eligible for void or refund due to 24h rule

Order made on BR market or non-BR market but ticket with destination to Brazil and customer claims that is Brazilian resident.

1. Cancel segments when applicable, add ghostline in GDS.
2. Run 'Modify order' with cancellation reason "24H BR Cancellation"
3. Send cancellation confirmation "24H BR CXL conf/split - flight void/24h" if split performed, or "24H BR CXL conf. - flight void/24h" if customer cancelled for all passengers. Email templates are located in folder First Line -> Cancellation-> CXL confirmation -> 24h BR cancellation. B.com email templates are available in Edvin in folder *Booking.com　First line　Cancellation　CXL Confirmation　24h BR cancellation folder.*

LCC handling

FL agents must ALWAYS try to claim the LCC PNRs unless otherwise stated in Edvin docs.

Check the general routine for LCC cancellations here.

For special handling LCC check process here.

For LCC PNRs where agents handle the cancellation we need to run "Modify order" with the cancellation reason "24H BR cancellation". Send cancellation confirmation "24H BR CXL conf/split - flight void/24h" if split performed, or "24H BR CXL conf. - flight void/24h" if customer cancelled for all passengers. Email templates are located in folder First Line -> Cancellation-> CXL confirmation -> 24h BR cancellation.. B.com email templates are available in Edvin in folder *Booking.com　First line　Cancellation　CXL Confirmation　24h BR cancellation folder.*

For LCC PNRs when we refer the customer to the airline for cancellation due to void/24H rule we need to run "Modify order" with cancellation reason "24H BR cancellation".

The cancellation confirmation email template "24H BR CXL conf. - LCC void/24 hour rule-action by YY,located in folder First Line -> Cancellation-> CXL confirmation -> 24h BR cancellation, must be sent after running "Modify order". B.com email templates are available in Edvin in folder *Booking.com　First line　Cancellation CXL Confirmation　24h BR cancellation folder.*

For LCC PNRs eligible for full refund due to 24h rule/Void , but authorization is required

1. FL agent cancel segments when applicable, Register errand with Send to Support with urgent deadline to prioritise the handling.
2. Support agent contacts YY to request authorization for full refund.
3. When authorization is received, Support agent runs 'Modify order' with cancellation reason "24H BR Cancellation".   For all authorizations (both rejected/approved) and orders sent via Modify order after 24 hours always insert in the errand the reason why the order was placed with delay. In case the deadline has passed and no contact is possible with the airline, agents should try to refund any possible amount to us.
4. Send cancellation confirmation "24H BR CXL conf/split - flight void/24h" if split performed, or "24H BR CXL conf. - flight void/24h" if customer cancelled for all passengers. Email templates are located in folder First Line -> Cancellation-> CXL confirmation -> 24h BR cancellation.. B.com email templates are available in Edvin in folder *Booking.com　First line　Cancellation　CXL Confirmation　24h BR cancellation folder.*

Solution	Parent step: 1

Cancellation requests received after 24 hours

Customer claims that cancelled directly with the airline within 24H and contacts ETG at a later date(after 24H of date of purchase)

If the customer has cancelled the ticket directly with the airline and contacts us for refund, follow the below steps:

GDS/PORTALS

1. Check PNR history to verify when segments were removed from the PNR.
2. If segments have been removed within 24H after the purchase, use the cancellation reason "24H BR Cancellation" to queue the order to SL.Always send cancellation confirmation email.
   - If the segments have not been removed within 24H after the purchase, inform the customer that the ticket is not eligible for full refund
3. Write in the notes that the customer has already cancelled the ticket with the airline.

LCC

1. Check the booking on the airline's website to verify the status.
2. Check OTRs to verify if the customer has cancelled within 24H or
3. check VAN if funds have been received from the airline within 24H
4. If no concrete confirmation has been retrieved, advise the customer to provide a written proof from the airline that cancellation was performed within the 24 H time frame.Inform customer that a written proof of cancellation within 24H is necessary in order for us to proceed.
5. Send email from Edvin titled " LCC confirmation request from pax for 24H BR CXL".
6. In this email template the customer can use a link with a dedicated contact form to attach the proof that he/she cancelled the booking directly with the carrier.
7. All contact forms when filled by customers will be delivered to Etrack inbox "FL-24H BR cancellation-LCC" (to be handled by BR support team)
8. If the proof is valid, FL will proceed with further actions by running 'Modify order' and using "24H BR cancellation".
   - If the proof is not valid, contact the customer and inform them that the booking is not eligible for full refund.

Solution	Parent step: 1

My Portal-Self service void

My Portal -self service void

As already known, customers have the option of 'Self Service Void" through MyPortal/My Bookings.

Self Service Void has been configured to waive all fees for customers from BR market with departure date at least 7 days ahead of the payment date .

In case you receive a request from a customer from the non-BR market who wants to receive the refund of the service fee, please raise an "Additional payout" Etrack contact form to the Second line. Inform the SL team that the customer is eligible to receive the refund of the service fee due to 24H BR cancellation.

Process can be found [here](#).

The contact form can be raised only IF all below applied on the date of performed "Self Service Void"
- Customer states that is Brazilian resident
- Departure at least 7 days ahead of the payment date.
- Destination to Brazil

Step 5

■ **Solution**   Parent step: 1

Retrospective effect of process

Retroactive effect of process

Please note the process will apply for already cancelled orders before 19 July 2023.

If a customer contacts us to complain that full refund was not processed, verify that below rules applied on the date the customer proceeded with cancellation.

1. One of the below cancellation reasons were used: Void / 24H airline rule/ Ticket rules-Airline fee/ Ticket rules-taxes.
2. Market/Itinerary/Residence:
    1. BR site orders   in general, irrespectively of itinerary
    2. non-BR site bookings   for flights arriving in Brazil, if made by a Brazilian resident
3. Cancellation within 24h from the time of purchase
4. Cancellation request received within 24hrs
5. First departure date is at least 7 days ahead of the payment date.ex. if I book today, 7th of JUL, the departure date should be not earlier than 14th of JUL, if the departure date is 14th of JUL it still should be cancelled for free, if departure date 13th of JUL - 24h BR free cancellation doesn't apply)
6. First issue tickets only,cannot be applied to reissued tickets.

If all above conditions are met, inform the customer that the rest amount will be refunded.

Raise an "Additional payout" Etrack contact form to Second line. Inform SL team that customer is eligible to receive the refund of service fee due to 24H BR cancellation.

Process on how to escalate to SL can be found here.