

Question 1 : What is my Airline PNR?

There are a few ways to check your airline PNR: In the confirmation email sent to your email address, look for the 'Airline Reference' in the booking details section. From your 'My bookings' page on the website, select 'Flights', then select 'Manage booking' and look for 'Airline Reference'. From the mobile application, select the 'Bookings' tab and then navigate to flights bookings by selecting the airplane icon at the top right-hand corner. Look for 'Airline Reference'.

Question 2 : Why can't I find my booking on the airline's 'Manage Booking' page?

Please double-check that you have entered all the requested information correctly, including the airline PNR and the passenger's first and/or last name as requested. In some cases, you may not be able to locate your booking on the airline's 'Manage Booking' page because it has been created by our partner using their own contact information. However, as long as your booking status is reflected as confirmed on the Agoda website or app under 'My bookings', and you have a copy of your confirmation email, you can be assured that the booking is valid. Please contact our customer service team if you require additional assistance.

Question 3 : How can I cancel my booking?

Your ability and the cost to cancel the booking depends on the fare rules attached to your booking and varies by airline. It could incur some fees or could be non-refundable. If you need to cancel your booking, please contact Agoda and provide details, such as; Agoda Booking ID, flights start date, the segment you would like to cancel (outbound, inbound, or return), and the reason why you want to cancel. Important note: If the airline does not allow cancellations, Agoda will be unable to offer a waiver.

Question 4 : Will I be charged if I cancel my booking?

The cost to cancel flight depends on the fare rules attached to your booking and varies by airline.

Cancellation may incur some processing fees or some tickets may be non-refundable.

Question 5 : When will I get my refund?

Refunds, if applicable, generally take 3-6 months to be processed and time varies by airline since the actual refund time frame is subject to airline's final decision and in some cases might be issued in the form of airline credits/vouchers. Your bank's time frames may also affect this process. When a refund is requested you will be notified by us about the estimated refund timeline. Please note that there is no need to follow up within this period as it would not expedite the process and would only prevent us from getting through other requests in a timely manner.

Question 6 : How can I use my airline credits?

In some cases an airline may issue a refund in the form of Credit Vouchers. The Credit Voucher can be used as a credit for your future flight bookings with the same airline before its expiration date. You will need to pay for any additional amount if the price of the new ticket is higher than the Credit Voucher. Please note that Credit Voucher value is shown in the ticket currency, based on the airline's system. Please note that the airline may change their policies without prior notice. Seats and fares are subject to availability and Agoda can't control changes in fares from airlines. All the information about voucher value, expiration dates, how to redeem it, and other conditions are provided in the email you will receive when the voucher is issued.

Question 7 : How can I get my receipt?

You can find the flight rates and payment information in your Agoda confirmation email. If you need to get a receipt, you can contact our Customer Service Team.

Question 8 : I want to re-schedule my ticket dates. How can I do this?

Your ability to re-schedule your ticket dates depends on the fare rules attached to your booking and

varies by airline. If you need to change your booking dates, please contact our Customer Service Team. Important note: If your airline does not currently allow any changes, unfortunately we will not be able to override their policy. Please continue to check the airline's policy as many airline policies continue to change.

Question 9 : How can I do any other changes to my booking (change name, add more passengers, etc.)?

Your ability to process any flight booking changes (change name, add more passenger, change cabin, etc.) depends on the fare rules attached to your booking and varies by airline. If the reissued ticket requires any additional cost, you can pay this charge only by credit card. We suggest you always contact Agoda for any booking changes instead of the airline, though in some rare cases we might advise you to contact an airline directly. If you need to change your booking, please contact our Customer Service team. Important note: If your airline does not currently allow any changes, unfortunately we will not be able to override their policy. Please continue to check the airline's policy as many airline policies continue to change.

Question 10 : How to get refund for additional checked baggage?

Unfortunately, the additional checked baggage is non-refundable and non-transferable.

Question 11 : Does Agoda charge any handling/processing fee?

There will be an additional charge or fee of up to USD 50 per passenger for each change to your reservation, and this would be in addition to any charges by the airline to change your booking. The additional charges or fees will be applicable at the time you make changes to or cancel your reservation. For more details, please check our Terms of Use.

Question 12 : How can I make a special service request (wheelchair, special meal, pet transportation, etc.)?

If you would like to request any special services on flight you should contact the airline directly.

Please note that some services might require an additional charge.

Question 13 : How can I reserve the seats?

Advanced seat selection is entirely dependent upon your airline and because airlines may change aircraft and seat assignments prior to departure, specific seating requests are not guaranteed. Seating options might be viewed and requested while making a booking on the website. Not all airlines offer complimentary pre-reserved seating on all flights. If a seat map is not available, it means your airline is not providing us with the ability to request specific seats. In this case, we suggest you visit your airline's website to view their pre-reserved seating policy and, if available, request your desired seats. If you cannot get a seat assignment online, or with the carrier directly, your seats will be assigned at check-in.

Question 14 : How to check in to my flight at the airport?

Unless your airline's website suggests an earlier arrival, plan to arrive at the airport a minimum of 2 hours before your departure time for domestic flights and a minimum of 3 hours before departure time for international flights. Depending on your airline, your check-in options may include online check-in prior to arriving at the airport, self-service kiosks at the ticket counter, or in-person check-in at the ticket counter. Check with your airline to see which options are available. If you're flying on multiple airlines, check in on each airline's website or, if in person, ask the airline representative for your connecting flight's boarding pass. If you have additional questions about flight check-in procedures that we have not answered, please contact your airline.

Question 15 : How to check in online?

Many airlines allow you to check in online 24 to 72 hours before your scheduled departure time. Online check-in enables you to skip the lines at the airport. Some airlines even offer discounted baggage fees when you check in online. It's helpful to have your airline reference number and ticket

number handy when you check in online. These can be found on your confirmation email. Also please note that some airlines require mandatory online check-in. If you don't do so, they might charge a fee to check in at the airport. Please verify with your airline on the check-in process a few days prior to departure.

Question 16 : What documents I need to present at the airport check-in counter?

If you are unsure of your travel requirements, please contact the embassy or consulate of the countries you are entering or passing through to make sure you meet all travel requirements. Identification and documentation requirements are determined by your citizenship and the countries you will be traveling to, through, or from. Travelers who are unable to provide required documentation are subject to being denied entry. You're responsible to make sure you have the correct documents to enter and pass through any countries during your trip and make your way back home. Everyone traveling, regardless of age, needs their own set of travel documents. International Travel ? Adults and Children Always use the information exactly as it appears on your passport when booking travel and completing documents. Some countries require proof of return or onward travel, a visiting address, and sufficient funds for your stay. All international travelers will require a valid passport. Some countries have additional entry/transit restrictions for passports with specific validity periods, number of free pages, or countries previously visited. Some do not allow entry (or to travel through) their country if the visitors is a citizen of certain country. Please contact the embassy or consulate of the countries you are entering or passing through to make sure you meet all travel requirements. Other Required Documents: Some airlines might require a valid health declaration or practice some health protection activities at the airport. Please always check with your airline about these requirements before departure. Some airlines might request you present the same form of payment (e.g: credit card used to issue the ticket) upon check-in. In certain cases, the Agoda confirmation email would have a link to a virtual credit card which you can use to present at check-in. In addition to a passport, the countries you are traveling to (or transiting through) may

require additional documentation such as entry, exit or transit visas or other notarized documents.