

Title: Comprehensive Ticketing and Refund Policies

1. Introduction

This guide outlines our airline's comprehensive ticketing procedures, cancellation and change policies, refund processes, and travel insurance recommendations.

2. Ticket Types

- Non-refundable: Lower fare, no refund on cancellation, changeable with fees.
- Refundable: Higher fare, fully refundable and changeable.
- Flexible: Includes one free change and partial refund in case of cancellation.

3. Booking Channels

Tickets can be booked online, via mobile app, through travel agents, or at airport counters. Group bookings (10+ travelers) should be made through our Group Sales Desk.

4. Modifying a Reservation

Name corrections (minor typos) are permitted up to 24 hours before departure. Changes in dates or routes are subject to availability, fare difference, and change fees.

5. Cancellation and Refunds

Cancellations must be made at least 2 hours before departure. Refunds are processed to the original payment method within 7-10 business days. For partially used tickets, a prorated refund is calculated.

6. No-show Policy

Failure to show up for the flight without prior cancellation results in a no-show. No refund is issued unless covered by travel insurance or special fare rules.

7. Fare Rules and Penalties

Each ticket includes fare rules outlining:

- Refund eligibility
- Change/cancellation penalties
- Minimum stay or advance purchase requirements
- Child and infant discounts

8. Rebooking Due to Flight Disruptions

In the event of a cancellation or delay over 3 hours:

- Passengers are entitled to rebooking on the next available flight.
- Hotel and meal vouchers may be provided.
- A full refund is offered if rebooking is not acceptable.

9. Travel Insurance

Optional travel insurance is available during booking and includes:

- Medical coverage abroad
- Trip cancellation or interruption
- Lost luggage
- Emergency evacuation

10. COVID-19 Related Policies

Flexible rebooking, waiver of change fees, and travel credit issuance for canceled flights due to government restrictions are provided. Travelers should review destination-specific travel requirements.

11. Payment Methods

We accept Visa, Mastercard, Amex, digital wallets (Apple Pay, Google Pay), PayPal, and airline vouchers. Bank transfers are accepted for corporate or group bookings.

12. Dispute Resolution

Unresolved issues may be escalated to our Customer Relations Desk or civil aviation authorities. Documentation, such as e-ticket numbers and receipts, should be submitted for resolution.

13. Customer Support

24/7 helpline, online chat support, and regional ticketing offices are available. Email queries are responded to within 48 hours.

14. Final Notes

Always review ticket terms and conditions before purchase. Save a digital and printed copy of your e-ticket for reference.

We strive to provide transparent, fair, and customer-centric policies.