

Cancellation & Refund Policy

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Effective Date: January 1, 2026

Applicability: All Domestic and International Flight Segments

1. The "24-Hour Risk-Free" Window

In accordance with federal aviation standards, Global Sky Airways offers a 100% refund for any ticket canceled within **24 hours of purchase**, provided the booking was made at least **seven (7) days prior** to the scheduled departure.

- Eligibility:** All fare classes (including Basic Economy).
- Process:** Refunds are automatically credited to the original payment method.
- Exceptions:** Group bookings (10+ passengers) and tickets purchased using travel vouchers.

2. Cancellation Fees by Fare Tier

If a cancellation occurs outside the 24-hour risk-free window, fees are determined by the fare type purchased.

| Fare Class | Cancellation Fee (Domestic) | Cancellation Fee (Intl) | Refund Type |
|------------------|-----------------------------|-------------------------|------------------|
| Basic Economy | Not Permitted | Not Permitted | No Refund |
| Economy Standard | \$99 USD | \$199 USD | Travel Credit |
| Economy Flex | \$0 USD | \$50 USD | Original Payment |
| Business/First | \$0 USD | \$0 USD | Original Payment |

Note: For "Travel Credit" refunds, the credit is valid for **12 months** from the original date of issue and is non-transferable.

3. Involuntary Cancellations (Airline Initiated)

If Global Sky Airways cancels a flight or makes a significant schedule change, passengers are entitled to specific protections.

3.1 Significant Schedule Change

A "Significant Change" is defined as:

1. A delay of more than **3 hours** for domestic flights.
2. A delay of more than **6 hours** for international flights.
3. A change in the arrival or departure airport.
4. A change in the number of connecting stops.

3.2 Passenger Options

In the event of an involuntary cancellation or significant change, passengers may choose:

- **Option A:** Rebooking on the next available flight at no additional cost.
 - **Option B:** A full refund to the original payment method, regardless of fare class.
 - **Option C:** A travel voucher worth **110%** of the original ticket value.
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4. Refund Processing Timelines

Refunds are processed based on the payment method used at the time of booking:

- **Credit Card:** 7–10 business days.
 - **Debit Card/Cash:** 20 business days.
 - **Travel Vouchers:** Instant issuance to the passenger's Global Sky account.
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5. Special Waivers & Exceptions

Global Sky Airways provides fee waivers (refunds in the form of travel credit) for the following documented cases:

5.1 Medical Emergencies

A refund or fee waiver may be granted if the passenger or an immediate family member (spouse, child, parent) experiences a medical emergency.

- **Required Docs:** A signed letter from a licensed physician on hospital letterhead.

5.2 Military Orders

Active-duty military personnel who receive deployment or relocation orders after booking are eligible for a full refund.

- **Required Docs:** A copy of the official military orders.
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6. No-Show Policy

If a passenger fails to board their flight without canceling at least **2 hours** prior to departure:

- The ticket is considered "forfeited."
 - No refund or travel credit will be issued.
 - All remaining segments on the itinerary (including return flights) will be automatically canceled.
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Internal RAG Metadata (Hidden/Reference)

- **Keyword Tags:** Refund, cancellation fee, 24-hour rule, involuntary change, schedule delay, medical waiver, no-show.
- **Entity Mapping:** [Basic Economy -> Non-refundable], [Flex -> Refundable], [Schedule Change -> 3 hours].
- **Compliance:** DOT 2026 Passenger Protection Act.