

TICKETING, FARES & REFUND RULES

1. Introduction

This document outlines the ticketing rules, fare types, cancellation conditions, refund timelines, name correction policies, and missed flight handling procedures applicable to AL Airways passengers. These rules are designed to ensure transparency, fairness, and operational efficiency.

Fare conditions vary depending on the ticket type, route, and time of cancellation.

2. Fare Types

AL Airways offers the following fare categories:

2.1 Refundable Fares

- Eligible for refund upon cancellation
 - Cancellation charges may apply
 - Higher fare compared to non-refundable tickets
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2.2 Non-Refundable Fares

- Not eligible for refund upon cancellation
 - Lower fare
 - Taxes may be refunded subject to local regulations
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3. Cancellation Charges

Cancellation charges depend on:

- Fare type
- Time of cancellation
- Route type (domestic or international)

3.1 Indicative Cancellation Structure

- More than 24 hours before departure: Lower cancellation fee
- Within 24 hours of departure: Higher cancellation fee

- After scheduled departure: Treated as no-show

Exact charges are displayed at the time of booking.

4. Refund Timelines

Refunds are processed to the original mode of payment.

4.1 Processing Time

- Credit/Debit card payments: **7–10 business days**
- Wallet or other payment methods: As per provider timelines

Refund timelines may vary due to banking or regulatory factors.

5. Name Correction Policy

AL Airways allows limited name corrections under specific conditions.

5.1 Permitted Corrections

- Minor spelling errors
 - Interchange of first and last name
 - Title corrections
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5.2 Non-Permitted Changes

- Complete name change
- Transfer of ticket to another passenger

Name corrections must be requested before check-in. Charges may apply.

6. Missed Flight Handling

6.1 Missed Flight Definition

A missed flight occurs when a passenger:

- Fails to complete check-in on time, or
 - Fails to report at the boarding gate before closure
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6.2 Missed Flight Policy

- Ticket may be marked as no-show
- Refund eligibility depends on fare rules
- Rebooking may require payment of applicable charges and fare difference

Passengers are advised to arrive early to avoid missed flights.

7. Important Notes

- All fare rules are displayed at the time of booking
 - Policies are subject to change without prior notice
 - AL Airways reserves the right to interpret fare conditions
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