

# Cancel Your Booking with CloudWay 24

CloudWay 24 aims to provide passengers with flexibility and control over their travel plans. If you need to cancel your booking for any reason, our streamlined process ensures a hassle-free experience both online and via our mobile app.

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## How to Cancel Your Booking

You can cancel your booking in two convenient ways:

### 1. Website

- Visit CloudWay24.com.
- Sign in with your email or mobile number.
- Navigate to **Manage My Flight**.
- Select **Cancel Your Booking**.
- Enter your booking details (Booking reference and Last name).
- Review your booking details and click **Proceed to Cancel**.
- Confirm your choice. If eligible, your refund amount and policy will be displayed.
- Submit the cancellation request.

### 2. CloudWay 24 Mobile App (iOS/Android)

- Open the CloudWay 24 app.
  - Log in to your account.
  - Go to **Manage My Flight**.
  - Tap on **Cancel Your Booking**.
  - Select your trip or enter your booking reference.
  - Review your booking details and click **Proceed to Cancel**.
  - Confirm your choice. If eligible, your refund amount and policy will be displayed.
  - Submit the cancellation request.
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## Refund & Cancellation Policy

- **Refund eligibility:** Depends on fare type, class of travel, and time of cancellation.
- **Flexible tickets:** Eligible for full or partial refund, as per fare conditions.
- **Promotional or non-refundable fares:** Generally non-refundable except for taxes, as per policy.
- **Refund method:** Processed to the original payment method (credit/debit card, netbanking, or SkyPoints 24 points).

- **Processing time:** Refunds are typically processed within 7–10 business days.

**Note:**

- Cancellation fees may apply based on fare class and timing.
  - No-shows or last-minute cancellations may receive reduced refunds.
  - For third-party/travel agent bookings, please contact the respective agent for cancellation.
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**Need Assistance?**

- **CloudWay 24 Customer Care:** Available 24/7 via website chat, app support, or helpline.
  - For more information, visit our FAQs.
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Fly Seamless. Fly CloudWay 24.