

Dear partners,

APG AIRLINES refund policy applies worldwide. We kindly ask you either to submit a refund application (RA) via BSPLINK **or** to proceed to an automatic refund via GDS in cases mentioned below.

ARC agents can contact us by e-mail at contact@apg-airlines.com

REASONS FOR REFUNDS VIA BSPLINK:

- Involuntary refunds
 - Cancellation flight / schedule change
 - Dupe etkt / new etkt bought
 - Death of passenger

REASONS FOR REFUNDS VIA GDS:

- Voluntary refunds
 - Cancellation from passenger (Operating airlines rules apply)

Total refunds will only be processed if they are not older than one year from date of ticket issue.

Partial refund: Refunds of return travel will only be processed if they are not older than one year from date of departure travel.

For tickets with several operating airlines, the most restrictive condition applies.

APG AIRLINES's refund service is free of charge, but all automatic refund through GDS processed for an involuntary refund will be submitted to penalties as per our ADM Policy published in BSP Link and in our website www.apgiet.com

Please attach all documents required to avoid any unnecessary rejections in these cases below:

****CANCELLATION FLIGHT / SCHEDULE CHANGE / STRIKE / BAD WEATHER CONDITIONS****

- ✓ copy of the all PNR history.

****DUPE ETKT / NEW ETKT BOUGHT****

- ✓ copy of the etkt issued by mistake with identical fare, routing and flight dates for same passenger name and copy of new etkt bought.

****DEATH OF PASSENGER****

- ✓ copies of the PNR history, death certificate and family ties' proof.

****EXCHANGED ETKT****

- ✓ fill last issued etkt details in « *document for refund* », first issued etkt details in « *original issue details* » and any others exchanged etkts details in « *reason for refund* »). Change fees are not refundable.

NOTES ABOUT RA BOXES:

- « *reason for refund* » must be filled in **ENGLISH** and have all details.
- « *document for refund* » must be filled in with correct details of etkt.
- « *Amount* » must be filled in with correct details of etkt.
- « *original issue details* » must be empty if there is no exchanged etkt.
- « *form of payment* » must be filled in with same details as original issued etkt details.



| airlines

GP-275 REFUND POLICY

RA will be rejected if anything is missing and/or wrong.

IMPORTANT : Please refrain issuing a Post Billing Dispute (PBD) instead of a Refund Application (RA) as your Ticketing Authority (TA) will be automatically cut.