

REFUND RULES. EFFECTIVE 01 AUGUST 2009

PROCEDURES:

I – DIRECT REFUNDS THAT DO NOT REQUIRE AUTHORIZATION FROM TAP AND CAN BE PROCESSED DIRECTLY BY AGENT VIA MASK IN RESPECTIVE GDS.

- All e-tickets, either totally or partially used - always in compliance with the tariff rules (only if tariff permits).
- PTAs in cases where no Interline e-ticket agreement exists – the enclosure of an authorisation from the issuing office is mandatory and this document shall be requested *a priori*. Such authorisation it is not necessary in cases where e-tickets were issued against the PTA. These will be submitted instead and shall include the PTA number. (V-MPD Number) where no interline ETKT agreement exists.
- Ticket re-issues - always in compliance with the original ticket's tariff rules.

IMPORTANT:

- **The travel agent will be responsible for the correct/incorrect processing of such refunds.**
- **A fee of GBP15.00 shall apply in case the refund is calculated incorrectly and an ADM or ACM has to be raised for correction purposes.**
- **A fee of GBP70.00 shall apply in addition to the issuance of an ADM in case the e-ticket coupons submitted for refund are subsequently used or submitted in another refund request. Any subsequent incorrect usage of refunded e-tickets, whose status modification was the responsibility of the agent, will also incur a fee of GBP70.00.**
- **An administrative fee of GBP15.00 shall apply to all refunds in the above mentioned category that have not been automatically processed.**
- **For assistance or information regarding any of the above, agents may contact the TAP Trade Helpdesk on [0844 371 0844](tel:0844 371 0844).**

II – REFUNDS THAT REQUIRE PRIOR AUTHORISATION FROM TAP AND MUST NOT BE SUBMITTED DIRECTLY THROUGH GDS BEFORE CONTACTING TAP FOR WAIVER CODE.

- All cases that require analysis from the Account Promoter/Manager (an administrative tax of GBP15.00 shall apply). The authorization will be sent by the Account Promoter/Manager and it shall be submitted afterwards via GDS.
- Correction of name – refund must be processed MINUS the GBP25.00 fee.
- Change of name - refund must be processed MINUS GBP50.00. TAP will only permit name changes in cases of married/maiden name etc. and not to transfer tickets from one passenger to another. This is strictly forbidden.
- Cancellations, delays or overbooking.
- Death of passenger – a copy of the death certificate is mandatory.
- Death of direct family members - the inclusion of the death certificate and passenger identification is obligatory (refund for the passenger's travel companion also acceptable). Must fall into definition of "Family" in Passenger Air Tariff Rules.
- Duplicate issuance for the same passenger, journey and date, with the same or higher fare – a copy of the used e-ticket shall be sent to TAP.
- Technical problems (e.g. GDS link failure) – a copy of the used e-ticket shall be sent to TAP.
- Tariff differences, such as: AD for CH, CH for IN, AD for IN. These require:
 - Flown ETKT's - a copy of the minor identification
 - Unused ETKT's - copies of the minor identification and new ticket
- All class differentials – the enclosure of a copy of the original e-ticket coupon and supporting boarding pass is mandatory.
- Irregularities with TAP e-tickets which require the purchase of new documents (TAP or other airlines).
- Expired e-tickets (+ than 1 year after the issue date).

V-MPD refunds cannot be processed in your GDS. Please process a Refund Application in BSPlink and be sure to include the relevant TAP EMD number. These numbers usually start 047-270..... If you do not know it, please call the Trade Helpdesk who will provide it.

IMPORTANT:

- **No administrative fee will apply in any of these situations.**
- **All refunds that require prior authorization from TAP that are submitted directly without that authority will be immediately rejected.**