

Covid-19 refund of your flight subject to airline's conditions

By choosing this option the refund of your flight ticket will be processed according to the refund policy put in place by your airline for the Covid 19 situation.

Depending on the airline's policy you will receive either a cash or voucher or any alternative refund methods in accordance with the timing defined by the airline.

If the airline's policy allows for a refund in cash via the original payment method, you'll have to wait for the airline to release the funds for your booking, before you can receive it. Acting as an agent, the Company is not entitled to make a repayment to you until the refund request has been accepted and paid by the airline.

If the airline refunds you with a voucher, we will forward it to you directly. Usage of the voucher will be in accordance with the terms and conditions provided by the Airline.

The value of the refund will be equal to the full amount you paid for your booking minus our handling fee (unless you have purchased an Assistance Package), agency fees, and the cost of any additional services which are not refundable (eg. service package, FullFlex etc).

The choice of option is binding, unless the client requests to change it within 24 hours of their initial acceptance.

The relationship between the customer and the Company is disciplined by domestic law of the consumer's domicile. The parties agree that the resolution of any dispute that may arise between them as a result of these conditions and the relationship established between them shall be subject to the exclusive jurisdiction of the consumer's domicile.