

# What you need to know about Air Refunds

## **NEW** Update on WestJet - WS Ticket Refunds

WestJet now allows refunds for tickets that include flight segments cancelled by WestJet due to Covid-19 (UN, UC or NO).

If you are aware that your ticket is eligible for a refund and that you have returned your commissions to us, please send an email requesting your refund, along with your file number, to [refunds@travelbrands.com](mailto:refunds@travelbrands.com).



### 1 How do I know if my airline ticket qualifies for a refund?

Not all airlines are allowing refunds- to get the most recent policy updates you can check with the airline website - or the latest information we have in Access - under COVID Policies- all the latest information is listed by when we received it.

### 2 How long do refunds take to be processed?

It all depends on what airline- as some of certain restrictions on how and where to process the - and some are not allowing refunds at all. Please be patient - with TravelBrands- and the airlines. Airlines are advising that some refunds might take up to 6 months.

### 3 If the airline cancelled my flight - would it qualify for a refund?

Not Necessarily. Every airline has different rules and policies that they have put in place with Covid19. Its best that you check directly on airline website - or our Access page for latest information. If airline is allowing refund then we will follow this policy.

### 4 How do I know my refund has been processed?

TravelBrands has put together a TEAM - that is processing these refunds as fast as they can. Once its processed - you will automatically receive an updated invoice advising of this.

### 5 Only a portion of the ticket has been cancelled - what happens then- do I qualify for a refund?

This all depends on the fare and contract that your flights were booked under. TravelBrands will do their best in calculating what that is and requesting that the airline do a partial refund. If this isn't possible- you partial ticket can always be used as a future travel credit.

### 6 My ticket was partially used - is the value always half the ticket price what I paid for?

Wish it was that easy—but the answer is NO. Calculation needs to be made on either the outbound / inbound one way fare - and then calculate the difference in taxes used. You can email [travel@travelbrands.com](mailto:travel@travelbrands.com) - Subject Line Partial refund - PNR # - and they will be more than happy to help you with the credit amounts.

### 7 I cancelled my file online- in March - and still haven't seen a refund?

The team is processing refunds as fast as they can- only eligible files will be refunded—and only the ones that have returned the recall commission.

### 8 Do I have to return my commission?

If you want to keep or/ protect your commission- then you would need to let us know what credit card we should charge.

### 9 How do I return my commission?

Easiest way is to do an e-payment/ transfer - at [eftpayments@travelbrands.com](mailto:eftpayments@travelbrands.com) - and make sure to email your security question.

### 10 I cancelled my file 3 weeks ago - and I still haven't received my invoice?

Some airline(s) are still allowing us to refund through the GDS - which should take about 2-4 weeks from the time you advised us to cancel and process refund. Once refunded in the GDS - your invoice gets updated automatically. Then we have some airlines (TS, KL, DL, AF, LH, LO, EK, SQ, AV, TK, AT, MS, SA, TP, WY, S7, MH, GP, AM, UL) who only allow refunds through BSPLINK - once that process is initiated- airlines are saying it might take an additional 3-6 months before they get processed. Once we get confirmation of this- only then is your invoice updated. *(in all of these cases - we need the recall commission in the office before we can start the process for refund)*

### 11 How do I know what is the amount of commission I need to pay back to get my refund processed?

Look at your original invoice. The total commission paid on a booking appears in the gray subtotal line.

### 12 If my unused ticket is refundable with penalty, do I still need to send you back the total of the commission I earned?

Yes—if you are not protecting the commission—then yes it has to be returned.

### 13 If I never received my commission on a booking for which I requested a refund, will you automatically process my refund? Or do I still have to notify you about the situation and that you should not wait for me to pay back the commission?

We will definitely look at the file to see if commission recall is in—and email will be sent to the travel agent that is on that file.



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