Online Guide: Cancellations, Voids, and Refunds

1. How to CANCEL an itinerary

To avoid no-shows or if you are not sure about the credit/refund conditions, go to the **My Bookings tab**, and click on **FTC**. Here you will be able to cancel your itinerary. Future Travel Credit will be remarked on your file. If the Airline initiates a refund later, you will be able to request a refund using our online form.



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Access Bookings: TravelBrandsAccess.com OR CALL: 1-844-5-TBRAND (827263)

2 How to VOID TICKETS, ask for a 24-HOUR REFUND, or request a REGULAR REFUND?

Under the *Flights* tab go to *My Files*. Enter booking details and then scroll down to the Cancel button. *This tool will also cancel the itinerary.*

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If the refund request is not possible under *My Files* (i.e., if travel has commenced, if the itinerary had already been cancelled, etc.), then fill out the *Refund Request Form* which you will find under *My Bookings*. Click on *Forms* and scroll down to *Air Only NEW Refund Inquiry*.



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4. How to follow up on an existing refund request?

Fill out the refund request form under *My Booking*s. Click on *Forms* and scroll down to *Air Only EXISTING Refund Inquiry.*



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