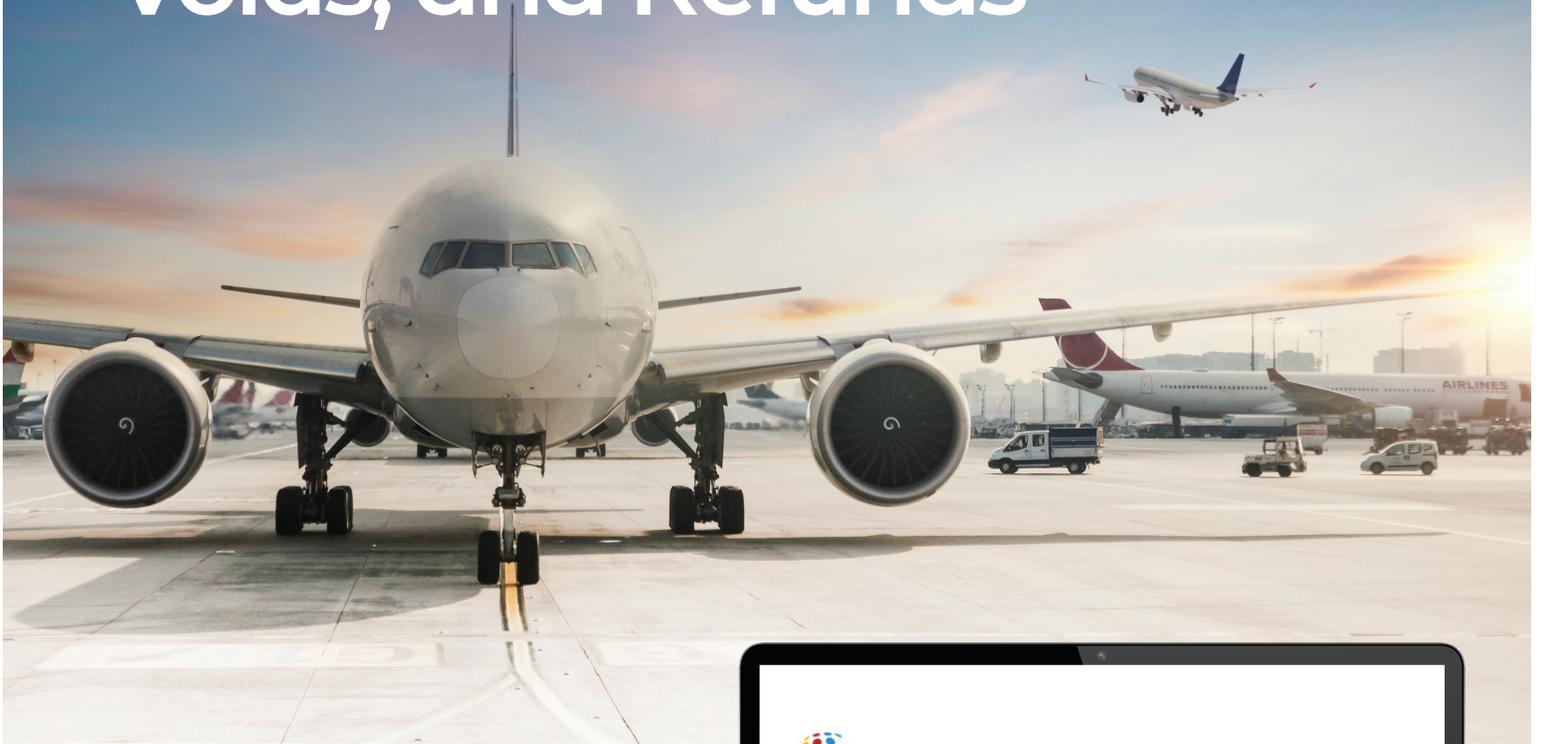
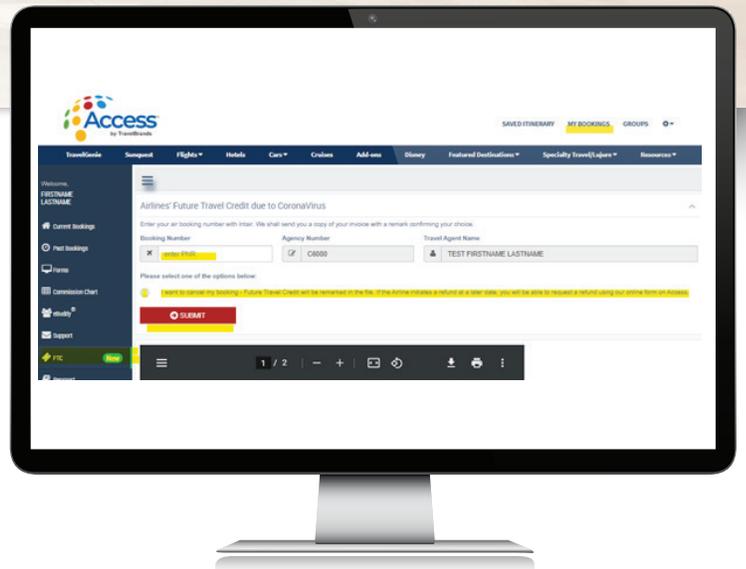


Online Guide: Cancellations, Voids, and Refunds



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.



Continued on page 2



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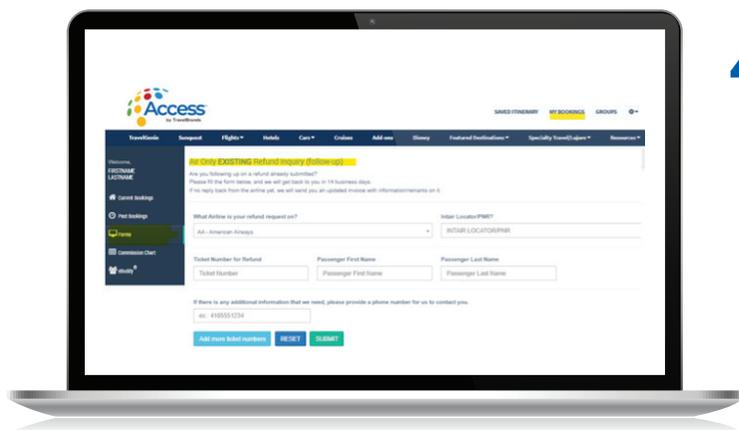


Access Bookings: TravelBrandsAccess.com
OR CALL: 1-844-5-TBRAND (827263)

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.*

3. 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**.



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

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



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