

Hahnair Refund Policy

Hahnair's refund service is free of charge which means no handling fees apply. However, Hahnair's partner carriers may impose cancellation fees according to the applicable fare rules.

Hahnair processes refund applications within 14 days after submitting all necessary information. Refund requests have to be supported with the complete PNR (Passenger Name Record) history and further documentation to support your claim.

Voluntary Refunds

Agents are requested to process refunds via the GDS:

- Taxes must always be broken up according to the specific tax designators. The codes "XT" and "TX" are not allowed to be used to sum up the total amount of the refundable taxes.
- Refund penalties must be calculated according to the applicable fare rules and need to be deducted from the refundable value.

In case assistance is needed, agents may submit a refund application via BSPlink:

- All refund applications must contain a specific reason for the refund.
- The refund application should contain a refund calculation.
- The complete PNR history and all relevant supporting documents must be attached to the refund application.
- If a refund application is not filled out properly and does not contain all required information, Hahnair will not be able to refund the ticket.

Involuntary Refunds

- Involuntary refunds shall only be requested through a refund application via BSPlink.
- ARC and TCH agents shall contact Hahnair for refund authorisation via email to accounting@hahnair.com.
- All requests must be supported with the PNR history and further relevant supporting documents.
- Involuntary downgrades: Refund requests must be supported by a copy of the boarding pass or with a written confirmation from the operating carrier.
- Refund in case of illness, death or rejection of travel visa: Such refunds are not eligible for an involuntary refund. If the fare rules of the ticketed carrier provide a waiver of refund penalties, the required supporting documents (e.g. the embassy statement of the visa rejection, certificate of hospitalisation or death) must be provided to Hahnair.

Please note that as Hahnair only acts as the validating carrier, any claims in addition to the refund of the ticket, e.g. compensation claims must be directed to the operating carrier.

Ticketing Errors

- If two tickets were issued by mistake in the same PNR with identical fares along with routing and flight dates in the same passenger name, the refund needs to be requested via refund application. Refunds will be approved, provided this is in accordance with the terms and conditions of the ticketed carrier.
- In all other cases (e.g. incorrect name, different passenger type etc. after ticket issuance but before the first coupon flight date) kindly contact Hahnair's Service Desk via email at service@hahnair.com.

Excluded Services from Free Refund Handling

EUR 30.00 per ticket

- For miscalculated refunds/reissues via GDS to credit over collected amounts.
- Incorrectly applied commission and/or discount.
- When a correction to a previously authorised refund is made, due to an incomplete original refund application.
- Repetitive refund applications of identical requests regarding the same ticket.

EUR 50.00 per document

- Refund of Electronic Miscellaneous Documents (EMD).

Hahnair's ticketing services are offered to travel agents exclusively. Passengers would need to contact their travel agency directly for requesting a refund.

For any queries please contact Hahnair at: Email: accounting@hahnair.com

Address: An der Trift 65, 63303 Dreieich, Germany