

# Hahn Air Refund Policy

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Hahn Air's Refund Policy applies worldwide.

Please note that Hahn Air as a validating carrier by no means can or will be held responsible for any obligation of any operating carrier ticketed on a HR-169 document.

Agents can process the refunds directly via GDS or can submit a refund application (RA) via BSP Link. For refunds via GDS please refund the taxes one by one with the correct tax designators. XT or TX are not allowed to be used to sum up the total amount of the refundable taxes.

## **Involuntary refund:**

Refunds should always be requested via BSP Link and any available documentation for involuntary cases, e.g. in case of strike / schedule change etc, attached.

## **Involuntary downgrades:**

Refunds should always be requested via BSP Link and a copy of the boarding pass or written confirmation from the operating carrier attached.

## **Dupe tickets:**

If two tickets were issued by mistake in the same PNR with the identical fare, routing and flight dates for the same passenger name, please submit a refund application and attach all necessary documentation. No fee will apply in these cases.

In all other cases (e.g. incorrect name, different passenger type etc.) we recommend to contact the Hahn Air Service Desk via [service@hahnair.com](mailto:service@hahnair.com).

## **ARC agents:**

Please submit refunds directly via your GDS. If for any reason a refund via your GDS is not possible please contact Hahn Air at [accounting@hahnair.com](mailto:accounting@hahnair.com)

## **Refund Applications sent via BSP Link:**

Hahn Air's refund service is free of charge. No handling fees apply (partner airlines might charge cancellation fees). Moreover, as of December 1, 2011, Hahn Air guarantees to refund the unused part of a ticket within 14 days.

- Refunds will be calculated according to the fare rule and general ticketing regulations (e.g. IATA Ticketing Handbook).
- Please attach all documentation to avoid any unnecessary rejections (e.g. a copy of the PNR history, death or illness certificate).

- If a travel visa application is rejected the refund will be calculated according to the fare rule. If there is a special remark in the fare rule that special penalties apply the embassy statement of the visa rejection must be submitted. Fares without an exemption clause have to be refunded according to the fare rule or in the worst case they will be non-refundable.
- A no-show fee will apply if mentioned in the fare note and the booking was not cancelled accordingly prior to the scheduled departure.
- The cancellation must be verified by attaching a copy of the PNR history to the refund application.

### **Excluded from free refund handling:**

#### **Refund of EMD - EUR 50,00 per ticket**

#### **Refund application for miscalculated refunds or reissues – EUR 30,00 per ticket**

- Based on a refund application provided that the documents and appropriate evidence required (e.g. ticket, PNR history, boarding passes etc.) have not been submitted completely by the agent in the first place.
- For wrongly applied commission.
- Miscalculated refunds/reissues via GDS, credit of over collected amounts.

For any queries please contact Hahn Air at:

Email: [accounting@hahnair.com](mailto:accounting@hahnair.com)

Address: An der Trift 65, 63303 Dreieich, Germany

#### **Issue an ACM – EUR 30,00 per ticket**

For example:

- based on a refund application provided that the documents and appropriate evidence required (e.g. ticket, PNR history, boarding pass etc.) have not been submitted completely by the agent in the first place
- for wrongly applied commission
- miscalculated refunds/reissues via GDS, credit of over collected amounts