

# Enhanced Securtix<sup>®</sup> Insolvency Insurance for Group Tickets

Hahn Air guarantees travel agents that their clients are automatically insured **without any extra costs**, in the event that a flight issued by Hahn Air's Group Department is cancelled due to the insolvency of the respective operating airline. In such case, Hahn Air vouches for a full refund of any unused ticket portion including taxes. Additionally, Hahn Air reimburses stranded passengers for the difference between the original and the new ticket total worth up to € 125 per person, the costs of meals and hotel accommodation up to € 75 per person and other extra expenses like transfers and phone calls up to € 50 per person. To claim reimbursement the insolvency must have occurred within 24 hours before departure or during a round-trip where the customers have already used at least one coupon.



## Ticket refund in case of airline insolvency

1. Passenger contacts travel agency where his ticket was purchased
2. Travel agency submits refund request via email **groups@hahnair.com** directly to Hahn Air's Group Department
3. Hahn Air's Group Department approves refund request and processes it via bank transfer
4. Travel agency transfers the refunded amount to the passenger



## Reimbursement for stranded passengers

in case of airline insolvency that occurred either within 24h before departure or during a round trip where the passenger has already used at least one coupon of his ticket

1. Passenger contacts travel agency where his ticket was purchased to arrange booking of new flight or other services that are necessary (e.g. accommodation)
2. Passenger collects all receipts that are relevant for the compensation (e.g. for hotel, taxi, phone bills) and forwards them to its travel agency
3. Travel agency sends the claim - including the receipts - to Hahn Air's Group Department via email: **groups@hahnair.com** or fax: +49-6103-987999
4. Hahn Air's Group Department approves the claim and transfers the reimbursement directly to the passenger's bank account



**SECURTIX<sup>®</sup>**

**Please make sure to stick to the declared procedure.  
This way, Hahn Air guarantees quick and problem-free  
processing of your claim.**