

How to Claim Compensation



Ticket refund in case of carrier insolvency

1. Passenger contacts travel agency where his ticket was purchased
2. Travel agency submits refund application (RA) via BSP Link to Hahn Air according to Hahn Air's Refund Policy; travel agents of ARC markets submit the refund request to **accounting@hahnair.com**
3. Hahn Air approves RA and processes the refund via BSP report; for ARC markets refunds will be processed by ACM or authorized via GDS directly
4. Travel agency reimburses the refunded amount to the passenger



Reimbursement for stranded passengers

in case of carrier 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 HR-169 ticket

1. Passenger contacts travel agency where his ticket was purchased to arrange booking of new connection 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 fills in the "Claim Form" and sends it – including the receipts – to the Insurance Company Allianz Global Assistance International S.A. via email or fax
4. The insurance company approves the claim and transfers the compensation directly to the passenger's bank account
5. Hahn Air pays compensation to travel agencies for their extra work as an ACM (Agency Credit Memo)



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Note for Group Tickets:
Please refer to the process for group tickets.