

1. General Information

A refund of an Air ticket is the cancellation of a business, either by a passenger being a no-show, a flight being cancelled or delayed or unforeseen circumstances preventing a passenger to travel and is only to be processed by the airline that issued the original document. Only the original issuing Airline should refund a ticket, as the value of a document is frequently unrecognizable or illegible due to coupon information that includes high provision payments. In most cases the issuing airline is the only one able to decide the actual value of these documents.

Any ticket or unused portion thereof will be refunded in accordance with the applicable fare rules or tariffs.

A Refund means the repayment to the purchaser all or a portion of a fare, rate or charge for unused carriage of service and will only be paid back in the original form of payment as follows.

- Cash - in this case a cheque will be issued to the passenger whose name is specified on the ticket or to the person (sponsor) who has paid for the ticket upon presentation of satisfactory proof of such payment. However if a ticket has been paid for by any person other than the passenger named on the ticket and the ticket indicates that there is a restriction on refund, we shall make the refund only to the person who paid for the ticket or to that person's order.
- Cheque - verify that the cheque has been cleared with the bank before a refund is processed.
- Credit card to the credit card on the ticket. Tickets paid for by credit card should never be refunded in cash unless passenger can proof that the card account has been closed.
- Credit note where an invoice was issued.
- Sponsor, where it was indicated on a ticket or MCO or other relevant document, that a ticket has been paid for by somebody other than the passenger.
- Ticket issued by an Agent will only be refunded through the relevant BSP.
- Tickets issued by an Air Botswana office will be refunded by Air Botswana head office.
- Tickets issued by an Air Botswana GSA – (General Sales Agent) to be refunded by the relevant GSA.

An airline may effect the refund directly to the passenger or purchaser even when a travel agent has issued the ticket. The commission should be claimed back from the agent via an ADM (Agent Debit Memo)

Types of Refunds

1.1. Involuntary refund: This means a refund of an unused ticket or portion thereof or an unused miscellaneous charges order where carriage is refused because of:

- Flight cancellation
- Flight schedule change
- Over or under carriage
- Offloading
- Misconnection due to airlines fault
- Safety or legal reasons
- Condition or conduct of passenger

Conditions of Contract, Article 9 of the Warsaw Convention, which was signed on 12 October 1929:

""Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetable or elsewhere are not guaranteed and form no part of this contract. Carrier may without notice substitute alternate carriers or aircraft, and may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without notice. Carrier assumes no responsibility for making connections."

1.1.1 If no portion of the ticket has been used, an amount equivalent to the fare paid will be refunded with no charges deducted.

1.1.2 If a portion of the ticket has been used, the prorated value of the unused portion will be refunded.

(The refund will be not less than the difference between the fare paid and the applicable fare for travel between the points for which the ticket has been used).

1.2 Voluntary refunds if a passenger is entitled to a refund of the unused ticket for reasons other than set out in par 1.1 Voluntary refunds will be computed as follows:

1.2.1 If no portion of the ticket has been used refund will be the full amount of the fare paid, less any applicable service charge or cancellation fees in accordance with the fare rules or tariffs.

1.2.2 If a portion of a ticket has been used, refunds will be assessed as follows:

- xvi. The amount to be refunded will be equal to the difference between the fare paid and the applicable OW (one way) fare for travel between the points for which the ticket has been used, less any service charges or cancellation fees.
- xvii. The amount to be refunded will be assessed in the currency of the country of commencement of transportation.

- xviii. The fare for the travel undertaken will be assessed using the fare(s) applicable at the time of commencement of transportation and the IATA rate of exchange applicable at the time of original transaction.
- xix. When original payment has been made in a currency other than the currency of the country of commencement of transportation, refunds in the same currency as originally tendered will be made at the exchange rate used for the original payment.

1.3 Refund in cases of death

When a passenger dies or is prevented from initiating or continuing or terminating travel by reason of death in the immediate family which according to the Passenger Air Tariffs General Rules 9.3.4.1. is: spouse, children(including adopted children), parents brothers, sisters, grandparents, grandchildren, fathers and mothers in law, brothers and sisters in law, sons and daughters in law.

1.3.1 In case of death before commencement of travel, a full refund of the fare paid.

1.3.2 In case of death after commencement of travel, the prorate value of the unused portion of the ticket will be refunded or apply standard refund procedures as stated in 1.1 or 1.2.

1.3.3 Death certificate means a death certificate of copy thereof duly executed by the component authorities those designated to issue death certificate by the applicable laws of the county concerned, in the country in which death occurred.

1.4. Lost Tickets (FOI) Form of Indemnity

Air Botswana offices will only replace lost documents if issuing carrier of the lost document is BP – 636, irrespective of whether the document is good for carriage or honoring by another designated airline.

Lost documents will be replaced by Air Botswana offices or their appointed GSA only. Travel Agents should refer passengers claiming for replacement of a lost document to an Air Botswana office.

Requirements when applying for replacement of a lost document:

1.4.1. Application must be made on a Form of Indemnity as prescribed by Air Botswana.

1.4.2. A police report is mandatory and shall be attached to the Form of Indemnity.

NB : The applicant should have made an oath before the Commissioner of Oaths (at the Police Station) in order for the application to be processed.

1.4.3. A service charge of **P250.00** or equivalent, will be charged per passenger for handling a request for lost ticket.

1.4.4. Applications for replacement of a lost document shall only be made through the respective town office. **Under no circumstances will such**

application be considered at the airports because of insufficient time to conclude investigations before commencement of travel. In order to continue the journey, passenger shall be requested to pay for new transportation documents.

1.4.5. Application for refunds for lost tickets/traffic documents may be made to Air Botswana upon receipt of the completed Form of Indemnity and police report. Refunds for lost documents shall be subject to the service charges as specified above. Air Botswana will not refund lost tickets less than 6 months after the date of application. Air Botswana reserves the right to reject an application for refund, if insufficient information or no satisfactory proof of loss is available.

1.4.6. For new tickets purchased on departure Air Botswana will reimburse the new ticket purchased, less the applicable form of indemnity fee after an investigation. Air Botswana will not refund the new ticket purchased less than 6 months after the date of the application.

1.4.7. If Air Botswana or their authorized agents loses the ticket or a portion of it, the loss shall be the responsibility of Air Botswana.

1.5 Refusal to refund a ticket

Air Botswana may refuse a refund on a ticket which has been presented to us, or to Government officials as evidence of intention to depart from that country, unless you establish to our satisfaction that you have permission to remain in the country or that you will depart from the country by another means of transport.

A refund will be refused when a refund application is made for a ticket which is no longer valid.

1.6. Waiving of fees/charges

Air Botswana will charge an admin fee of **P200.00** on all refunds for Regional and International flights.

No fees or charges will be waived for Hospital admission letters, Doctors letters or normal sick letters.

It was decided by our Tariffs Department that No exception will be made as passengers should be encouraged to take travel/medical insurance.

1.7. PENALTIES

Cancellations, no-shows, changes and penalty charges will be in accordance with the fare rules.

2. Air Botswana Refund Procedures

2.1 Refund - Air Botswana Ticket Office Sales

2.1.1 Upon receipt of a ticket to be refunded, Agents should complete a refund application with proper contact and/or bank details.

2.1.2 Agents should make sure that the ticket is refundable before submitting the documents to the refunds section.

2.1.3 When receiving an E-Ticket (electronic ticket) refund request, the status should be changed in system and proof should be attached to the application form before being submitted to refunds section.

2.1.4 Refunds Section will process the unused tickets in accordance with paragraph 1.1 or 1.7. of the policy.

2.1.5 Refunds Section will register each ticket on their system.

2.1.6 Refunds Section will endorse the ticket to be refunded on the relevant Sales Return and will attach copies of all relevant documentation (Sales Return, Cash Sales, Invoices, etc) to the refund application and calculate the amount to be refunded according to the fare rules plus all relevant taxes less the applicable penalties/charges/admin fees. All coupons are to be stamped "REFUNDED"

2.1.7 The completed refund with all necessary documents attached will then be forwarded to the Sales Audit Section Accountant, who will verify the coupons to be refunded in the Revenue Accounting system.

2.1.8 Once the refund is recommended, the Sales Audit Section Accountant then forwards the documents to the Revenue Accountant for approval.

2.1.9 Once approved the refund will be paid back in its original form of payment.

2.1.10 Refunds Section will then capture all the unused coupons in the Passenger Revenue Accounting System.

2.2 BSP Refunds

2.2.1 Agents will submit totally unused tickets directly to BSP by means of an agents refund notice, ensuring that all the relevant coupons are attached and that the correct applicable cancellation penalties or admin fees plus V.A.T. are deducted.

2.2.2 An admin fee of **BWP200.00** will be charged for all refunds submitted to BP and not done through BSP. No waiver of this fee will be authorized.

2.2.3 Only Partially used tickets, domestic tickets for refund, downgrades and MPD's must be submitted to the Airline's (Refunds Section) by means of a Refund application authority and ensuring that all the necessary documents are attached.

2.2.4 Refund applications can also be made via the BSP LINK. If an agent chooses this route it must be ensured that all the original documents are forwarded to Air Botswana.

2.2.5 The standard refund procedures as stated in paragraph 1.1 or 1.7 will be applied and after verification, send to BSP to be captured.

2.2.6 Refunds send directly to BSP by the agents, should be audited upon receipt from BSP as some of the agents don't apply the correct fees.

2.2.7 Refunds Section will register each ticket on their system.

2.2.8 Refunds Section will endorse the ticket to be refunded on the relevant BSP Return and will attach copies of all relevant documentation to the refund application and calculate the amount to be refunded according to the fare rules plus all relevant taxes less the applicable penalties/charges/admin fees. All coupons are to be stamped "REFUNDED"

2.2.9 The completed refund with all necessary documents attached will then be forwarded to the Sales Audit Section Accountant, who will verify the coupons to be refunded in the Revenue Accounting system.

2.2.10 Once recommended the refund is forwarded to the Revenue Accountant for approval.

2.2.11 Once approved the refund will be sent to BSP for processing. If an application has been submitted via the BSP LINK Air Botswana will authorize such an application via the BSP LINK.

2.2.12 Refunded coupons will be downloaded into the Revenue Accounting System via H.O.T's (Hand off tapes)

3. GSA'S TICKET REFUNDS

3.1 Upon receipt of a refund request, the GSA should complete a refund application, attach unused coupons /applied fare sheet to same.

3.2 GSA to ensure that ticket is refundable according to the fare rules and that the correct penalties, admin fees etc have been deducted. All tickets refunded are to be reported on a separate sheet (Refund Report on TSR) in month of refund application. GSA will ensure that the correct commission is also deducted on this report and submitted with the normal Ticket Sales Return.

3.3 After the refunds department applied the standard refund procedures, as in 1.1 through to 1.7 a credit is passed on the relevant account.

3.4 All unused coupons will be processed by the Refunds Section into the Revenue Accounting System.

For penalties refer to the relevant fare sheets and for admin fees refer to Paragraph 1.7 in penalties and fees.

4. ONLINE TICKET REFUND

Refunds for all tickets sold on internet shall be processed at Air Botswana Head Office and refund applications shall be processed via the internet link provided on the website. The procedures detailed under paragraph 2.1.3 to 2.1.10 will also apply to refunds for tickets sold on internet.

For penalties refer to the relevant fare sheets and for admin fees refer to Paragraph 1.7 in penalties and fees.

5. PROCEDURES FOR REFUNDING E-TICKETS

5.1 BSP Agent tickets for refund.

The agent or the airline however needs to put the ticket in as “refunded” under the specific GDS to prevent it from further usage. Agents have to submit the e-ticket to be refunded to the Airline for approval and processing by means of a Refund Application or via BSP Link by means of a Refund Application. Proof that the status of the ticket has been changed to “REFUNDED” has to be attached.

5.2 Air Botswana own E-tickets for refund: - Ensure that tickets are refunded in GDS. Proof that the status of the ticket has been changed to “REFUNDED” has to be attached.

Thereafter normal refund procedures for Agents or for Air Botswana ‘s own ticket sales will be followed.

6. PROCESSING AND ACCOUNTING OF NON-REFUNDABLE TICKETS OR PARTIALLY USED TICKETS.

All coupons will be processed as follows:

6.1 Tickets will be recorded as received with a reference number.

6.2 Coupons will be forwarded to Revenue Accountant on a weekly basis for verification.

6.3 Coupons will be captured into the Revenue Accounting System as refunded with the respective value. Where a ticket is totally unused or non-refundable according to the refund rules, the value of the coupon will be captured.

6.4 Coupons which have been re-assessed into one-ways, the original prorated value of the coupon will be captured.

6.5 Refund journal is generated and captured into the General Ledger

7. TURN-AROUND TIME OF REFUNDS

The maximum waiting period on all refunds will be 1 month, except for lost tickets (see lost ticket policy) from the date that the passenger completed the claim form at the respective Air Botswana office. Refunds received will be recorded on a daily basis, therefore it is very important to use the correct, legible date stamp or validator on receipt of a ticket to be refunded.