

# **HOW TO CALCULATE VOLUNTARY REFUNDS**

**This information just aims to elucidate the sequence of steps to calculate the amounts to be refunded and has no technical procedures concerning each GDS.**

## **TOTALLY UNFLOWN TICKETS**

- **A Totally unflown ticket issued under a fare with no restrictions for refund will be totally refunded.**
- **A Totally unflown ticket issued under a fare with some penalty for refund will be refunded less such penalty.**
- **All collected taxes will be refunded except stamp taxes, penalty fees collected under DU tax code and Ticket service fees.**
- *Stamp taxes* are percentage taxes calculated on the Fare and due to the Governments of some countries for tickets issued in such countries. Ex. Angola, Guiné, Cabo Verde, S. Tomé, etc,...

### **Calculation:**

1. Identify the fare applied on the ticket having in mind that in the case of fare combinations, and concerning refunds, each component is subject to the conditions of the fare applied on such component.
2. Consult the fare display in force at the issuance date of the ticket and for the date of commencement of travel and access chapter 16 (in Galileo) or Penalties (in Amadeus). Reading paragraph *Cancellations*, sub-paragraph *Before Departure* or *Anytime*, you get information on the penalty for refund due to cancellation or no show.  
Obs.:
  - a. If there is no Chapter 16 or Penalties in the fare rule, it means that there is no penalty at all.
  - b. Galileo and Amadeus have an historic fare display of at least 1 year.
3. Deduct from the Fare inserted in the Fare box of the ticket the amount of the penalty, if applicable, add the amount of the refundable taxes and you get the refund amount.
4. Refunds are made in the currency of the country of payment of the ticket. When ticket was paid for in a currency other than the currency of the country of commencement of journey, refund of the Equivalent Fare Paid and Taxes is done in such currency using Bank Selling Rate applied at the issuance time (historical BSR). If there is a penalty for refund in a currency other than the currency of payment, conversion to the currency of payment is done at the BSR in force at reissuance time (current BSR).

5.

# FARES WITHOUT PENALTY

<b>Date of Issuance:</b> 08MAR11	<b>Date of commencement of journey:</b> 01APR11
OPO	
FNC TP 1573 Y Y 01APR 0850	<b>YRAMTAP</b> 20
OPO TP 1572 B B 10APR 0705	<b>BRAMTAP</b> 20
EUR 436.00 01APR11OPO TP FNC221.00TP OPO215.00EUR 436.00END	
EUR 38.00YQ	XT EUR 8.06PT EUR 15.00XP
EUR 22.83YP	
EUR 23.06XT	
EUR 519.89	

<b>FDOPOFNC01APR11.T08MAR11/TP</b>	in <b>Galileo</b>
PUBLIC FARES	
CX FARE FARE C AP MIN/ SEASONS..... MR GI DT	
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20 TP 215.00 BRAMTAP B	R EH
21 TP 221.00 YRAMTAP Y	R EH
<b>FN*20/16</b> e <b>FN*21/16</b>	
<b>16. PENALTIES</b>	
UNLESS OTHERWISE SPECIFIED	
<b>CANCELLATIONS</b>	
<b>ANY TIME</b>	
<b>CANCELLATIONS PERMITTED.</b>	

<b>FQDOPOFNC/ATP/01MAR11/R,08FEB11/L</b>	in <b>Amadeus</b>
---	
09 YRAMTAP <b>221</b> 442 Y - - - + - - - R	
10 BRAMTAP <b>215</b> 430 B - - - + - - - R	
<b>FQN9*PE</b> e <b>FQN10*PE</b>	
...	
PE.PENALTIES	
CANCELLATIONS	
<b>ANY TIME</b>	
<b>CANCELLATIONS PERMITTED.</b>	

**Conclusion:**

**Both fares have no penalty for refund. All taxes are refundable except XP.**

**REFUNDABLE AMOUNT** - EUR436.00 + EUR8.06PT + EUR22.83YP + 38.00YQ = **EUR504.89**

# FARE WITH PENALTY

Date of Issuance: 20MAR11

Date of commencement of journey: 29MAR11

OPO  
 XSAO TP 0195 H H 29MAR 1015 **HLOWTAP** 29MAR29MAR 2P  
 VIX TP 6128 H H 30MAR 0840 **HLOWTAP** 30MAR30MAR 2P  
  
**EUR 667.00** 29MAR11OPO TP X/SAO TP VIX**884.65**NUC884.65  
 END ROE0.753963  
 EUR 145.00YQ XT EUR 6.71PT EUR 5.62BR  
 EUR 13.14YP  
 EUR 12.33XT  
 EUR 837.47

**FDOPOVIX29MAR11.T20MAR11-OW/TP:NUC**

**in Galileo**

.....

2 TP **884.65 HLOWTAP** H | 01JAN -30JUN R AT

**FN\*2/16**

...  
 16. PENALTIES  
 UNLESS OTHERWISE SPECIFIED

CANCELLATIONS  
 BEFORE DEPARTURE

**PER ONE WAY CHARGE EUR 180.00** FOR CANCEL/NO-SHOW/  
 REFUND.

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.  
 PER ROUND TRIP CHARGE EUR 220.00 FOR CANCEL/NO-SHOW/  
 REFUND.  
 WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.

**FQDOPOVIX/ATP/29MAR11/R,20MAR11,NUC/IO,L/CH**

**in Amadeus**

...

01 **HLOWTAP 884.65** H + S01JAN 30JUN+ + - - R ---

**FQN1\*PE**

...  
 PE.PENALTIES

CANCELLATIONS

BEFORE DEPARTURE

**PER ONE WAY CHARGE EUR 180.00** FOR CANCEL/NO-SHOW/  
 REFUND.

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.  
 PER ROUND TRIP CHARGE EUR 220.00 FOR CANCEL/NO-SHOW/  
 REFUND.  
 WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.

## Conclusion:

Fare 667.00 – Penalty 180.00 = EUR487.00

Therefore , EUR487.00 + EUR6.71 + EUR13.14YP + EUR5.62BR + EUR145.00YQ = EUR 657.47

**REFUNDABLE AMOUNT = EUR657.47**

# NON REFUNDABLE FARES- Issuance prior to 23AUG11

**Date of Issuance:** 22MAR11 **Date of commencement of journey:** 30MAR11  
 OPO  
 BCN TP 0730 T \*T 30MAR 0915 **TTAP** 30MAR30MAR 20  
 OPO TP 0737 T \*T 06APR 0800 **TTAP** 06APR06APR 20  
  
 EUR 48.00 30MAR11OPO TP BCN**31.83**TP OPO**31.83**NUC63.66  
 END ROE0.753963  
 EUR 14.00YQ XT EUR 4.03PT EUR 6.67JD EUR 2.61QV  
 EUR 7.95YP  
 EUR 13.31XT  
 EUR 83.26

**FDOPOBCN30MAR11.T22MAR11/TP/2** in Galileo (/2 = ½ RT in NUC's)  
 ...  
 2 TP **31.83R** TTAP T | R EH  
  
**FN\*2/16**  
 HISTORY  
 002 OPOBCN 30MAR11 TP EUR 31.83 TTAP STAY---/-- BK-T  
 16. PENALTIES  
 UNLESS OTHERWISE SPECIFIED  
 CANCELLATIONS  
**ANY TIME**  
**TICKET IS NON-REFUNDABLE.**

**FQDOPOBCN/ATP/30MAR11/R,22MAR11/IX,H,L** in Amadeus (IH = ½ RT in NUC's)  
 ...  
 02 TTAP **31.83** T NRF 001APR - + + - - R  
  
**FQN2\*PE**  
 ...  
 02 TTAP 31.83 T NRF 001APR - + + - - R  
 FCL: TTAP TRF: 21 RULE: 001S BK: T  
 PTC: ADT-ADULT FTC: XPB-SUPER/SPCL INST PURCHASE  
 PE.PENALTIES  
  
 CANCELLATIONS  
  
**ANY TIME**  
**TICKET IS NON-REFUNDABLE.**

**Conclusion:**  
  
**Because fare is non refundable, only airport taxes and fuel surcharge can be refunded.**  
**Therefore, EUR4.03PT + EUR7.95YP + EUR2.61QV + EUR6.67JD + EUR14.00YQ**  
**REFUNDABLE AMOUNT – EUR35.26**

# NON REFUNDABLE FARES- Issuance on/after 23AUG11

<b>Date of Issuance:</b> 28AUG11		<b>Date of commencement of journey:</b> 25SEP11	
OPO			
BCN TP	0730 O *O	25SEP 0950	OFLYES 25SEP25SEP 20
OPO TP	0737 O *O	30SEP 0800	OTAPES 30SEP30SEP 20
EUR	19.00	25SEP11OPO TP BCN13.13TP OPO14.59NUC27.72	
		END ROE0.685142	
EUR	32.00YQ	XT EUR 4.03PT EUR 6.67JD EUR 2.61QV	
EUR	7.95YP		
EUR	13.31XT		
EUR	72.26		

<u>1st component</u>	<u>2nd component</u>
<b>FDOPOBCN25SEP11.T28AUG11/TP/2</b> in Galileo (/2 = ½ RT in NUC's)	<b>FQDOPOBCN/ATP/30MAR11/R,22MAR11/IX,H,L</b> in Amadeus (IH = ½ RT in NUC's)
...	...
1 TP 13.13R OFLYES O Š R EH	01 OFLYES 13.13 O NRF - - + + - - R
2 TP 14.59R OTAPES O Š R EH	02 OTAPES 14.59 O NRF - - + + - - R
<b>FN*1/16</b>	<b>FQN1*PE</b>
<b>FN*2/16</b>	<b>FQN2*PE</b>
	...
001 OPOBCN 25SEP11 TP EUR 13.13 OFLYES STAY---/-- BK-O	01 OFLYES 13.13 O NRF - - + + - - R
16. PENALTIES	FCL: OFLYES TRF: 21 RULE: 005M BK: O
UNLESS OTHERWISE SPECIFIED	PTC: ADT-ADULT FTC: XAN-NON REFUNDABLE APEX
<b>CANCELLATIONS</b>	PE.PENALTIES
<b>ANY TIME</b>	<b>CANCELLATIONS</b>
<b>TICKET IS NON-REFUNDABLE.</b>	<b>ANY TIME</b>
WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.	<b>TICKET IS NON-REFUNDABLE.</b>

**Conclusion:**

Because it's a Non Refundable Fare only airport taxes are refundable. FUEL SURCHARGE IS NOT REFUNDABLE.  
 Therefore, EUR4.03PT + EUR7.95YP + EUR2.61QV + EUR6.67JD  
**REFUNDABLE AMOUNT – EUR21.26**

# COMBINATION OF FARES (WITH AND WITHOUT PENALTY)

**Date of Issuance:** 28MAR11

**Date of commencement of journey:** 10APR11

SSA  
 LIS TP 0158 D D 10APR 2255 **DRTTAP2** 10APR10APR 2P  
 RIO TP 0187 H H 10MAY 0935 **HLPX3M2** 10MAY10MAY 2P

USD 3052.00 10APR11SSA TP LIS**2366.00**TP RIO**685.50**NUC  
 EUR 2143.00 3051.50END ROE1.000000  
 EUR 13.18YP XT EUR 25.28BR EUR 50.00XP  
 EUR 6.71PT  
 EUR 75.28XT  
 EUR 2238.17  
 RATE USED 1USD=0.702173EUR

## 1st component

**FDSSALIS10APR11.T28MAR11/TP/2** in Galileo  
**FQDSSALIS/ATP/10APR11/R,28MAR11/IH,L** in Amadeus

...  
 10 TP **2366.00R DRTTAP2** D /12M R AT

**FN\*10/16** em Galileo  
**FQN10\*PE** em Amadeus  
 010 SSALIS 10APR11 TP USD 2366.00 DRTTAP2 STAY---/12MBK-D  
 16. PENALTIES  
 UNLESS OTHERWISE SPECIFIED  
 CANCELLATIONS  
**ANY TIME**  
**CANCELLATIONS PERMITTED.**

## 2nd component

**FDRIOLIS10APR11.T28MAR11/TP/2** in Galileo  
**FQRIOLIS/ATP/10APR11/R,28MAR11/IX,H,L** in Amadeus

...  
 3 TP **685.50R HLPX3M2** H 7/3M 18JAN -24JUN R AT

**FN\*3/16** em Galileo  
**FQN3\*PE** em Amadeus  
 16. PENALTIES  
 BETWEEN BRAZIL AND AREA 2  
 ORIGINATING BRAZIL -  
 CANCELLATIONS  
**BEFORE DEPARTURE**  
 PER ROUND TRIP CHARGE **USD 220.00** FOR CANCEL/NO-SHOW/  
 REFUND.

### **Conclusion:**

DRTTAP2 fare has no penalty for refund and HLPX3M2 has a penalty of USD220.00 which is converted to the currency of the country of payment at BSR in force at refund time (current BSR) = EUR150.00.

Therefore, EUR2143.00 – EUR150.00 = EUR1993.00 + EUR6.71 + EUR13.18YP + EUR25.28BR

**REFUNDABLE AMOUNT – EUR2038.17**

### **Note:**

- When original payment has been made in a currency other than the currency of the country of commencement of journey, refund is done in such currency, that's to say, the currency of the Equivalent Fare Paid.

# COMBINATION OF FARES

## (BOTH WITH PENALTIES) Issuance prior to 23AUG11

<b>Date of Issuance:</b> 24MAR11	<b>Date of commencement of journey:</b> 28MAR11
FNC LIS TP 1602 H H 28MAR 0535 HRAMTAP 28MAR28MAR 20 OXB TP 0201 M M 01APR 2200 MOWTPPT 01APR01APR 20	
EUR 760.00 28MAR11FNC TP LIS <b>225.47</b> TP OXB <b>782.53</b> NUC 1008.00END ROE0.753963	
EUR 125.00YQ XT EUR 10.74PT EUR 25.00XP EUR 28.06YP EUR 35.74XT EUR 948.80	

### 1st component

**FDNCLIS28MAR11.T24MAR11-OW/TP:NUC** in Galileo  
**FQDFNCLIS/ATP/28MAR11/R,24MAR11,NUC/IO,L** in Amadeus

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 9 TP 225.47 HRAMTAP H | R EH

**FN\*9/16** in Galileo  
**FQN7\*PE** in Amadeus

...  
 16.PENALTIES  
 FOR HRAMTAP TYPE FARES

CANCELLATIONS

BEFORE DEPARTURE

PER **ONE WAY CHARGE EUR 130.00** FOR CANCEL/NO-SHOW/  
 REFUND.

### 2nd component

**FDLISOXB28MAR11.T24MAR11-OW/TP:NUC** in Galileo  
**FQDLISOXB/ATP/28MAR11/R,24MAR11,NUC/IO,L** in Amadeus

---  
 4 TP 782.53 MOWTPPT M | R EH ---

**FN\*4/16** in Galileo  
**FQN6\*PE** in Amadeus

PE.PENALTIES  
 BETWEEN PORTUGAL AND GUINEA-BISSAU FOR ONE WAY FARES

ORIGINATING PORTUGAL -  
 CANCELLATIONS

BEFORE DEPARTURE

**PER ONE WAY CHARGE EUR 150.00** FOR CANCEL/NO-SHOW/  
 REFUND.

### **Conclusion:**

**HRAMTAP** fare has a penalty of **EUR130.00** .

**MOWTPPT** fare has a penalty of **EUR150.00** .

**THE HIGHEST PENALTY WILL APPLY - EUR 150.00**

Therefore,  $EUR760.00 - EUR150.00 = EUR610.00 + EUR10.74PT + EUR28.06YP + EUR125.00YQ$

**REFUNDABLE AMOUNT - EUR773.80**

# COMBINATION OF FARES

## (BOTH WITH PENALTIES) - Issuance on/after 23AUG11

<b>Date of Issuance:</b> 27AUG11	<b>Date of commencement of journey:</b> 30AUG11
FNC LIS TP 1684 H H 30AUG 2115 HRAMTAP 30AUG30AUG 2P OXB TP 201 M M 31AUG 2200 MOWTPPT 31AUG31AUG 2P	
EUR 760.00 30AUG11FNC TP LIS <b>248.12</b> TP OXB <b>861.13</b> NUC 1109.25END ROE0.685142	
EUR 125.00YQ EUR 28.06YP EUR 12.74PT EUR 925.80	

<p><b><u>1st Component</u></b></p> <p><b>FDFNCLIS30AUG11.T27AUG11-OW/TP:NUC</b> in Galileo  <b>FQDFNCLIS/ATP/30AUG11/R,27AUG11,NUC/IO,L</b> in Amadeus</p> <p>---</p> <p><b>FN*9/16</b> in Galileo  <b>FQN7*PE</b> in Amadeus</p> <p>...</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">7</td> <td style="width: 15%;">HRAMTAP</td> <td style="width: 10%;">248.12</td> <td style="width: 10%;">340</td> <td style="width: 5%;">H</td> <td style="width: 5%;">+</td> <td style="width: 5%;">-</td> <td style="width: 5%;">-</td> <td style="width: 5%;">+</td> <td style="width: 5%;">+</td> <td style="width: 5%;">-</td> <td style="width: 5%;">-</td> <td style="width: 5%;">R</td> </tr> </table> <p>...</p> <p>CANCELLATIONS</p> <p>BEFORE DEPARTURE</p> <p><b>PER ONE WAY CHARGE EUR 130.00 FOR CANCEL/NO-SHOW/REFUND.</b></p> <p>WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.                  PER ROUND TRIP CHARGE EUR 190.00 FOR CANCEL/NO-SHOW/REFUND.                  WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.</p>	7	HRAMTAP	248.12	340	H	+	-	-	+	+	-	-	R	<p><b><u>2nd Component</u></b></p> <p><b>FDLISAXB28MAR11.T24MAR11-OW/TP:NUC</b> in Galileo  <b>FQDLISAXB/ATP/28MAR11/R,24MAR11,NUC/IO,L</b> in Amadeus</p> <p>---</p> <p><b>FN*4/16</b> in Galileo  <b>FQN6*PE</b> in Amadeus</p> <p>...</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">6</td> <td style="width: 15%;">MOWTPPT</td> <td style="width: 10%;">861.13</td> <td style="width: 10%;">M</td> <td style="width: 5%;">+</td> <td style="width: 5%;">-</td> <td style="width: 5%;">-</td> <td style="width: 5%;">+</td> <td style="width: 5%;">+</td> <td style="width: 5%;">-</td> <td style="width: 5%;">-</td> <td style="width: 5%;">R</td> </tr> </table> <p>PE.PENALTIES                  BETWEEN PORTUGAL AND GUINEA-BISSAU FOR ONE WAY FARES</p> <p>ORIGINATING PORTUGAL -                  CANCELLATIONS</p> <p>BEFORE DEPARTURE</p> <p><b>PER ONE WAY CHARGE EUR 150.00 FOR CANCEL/NO-SHOW/REFUND.</b></p>	6	MOWTPPT	861.13	M	+	-	-	+	+	-	-	R
7	HRAMTAP	248.12	340	H	+	-	-	+	+	-	-	R														
6	MOWTPPT	861.13	M	+	-	-	+	+	-	-	R															

**Conclusion:**  
 Fare **HRAMTAP** has a penalty of **EUR130.00**.  
 Fare **MOWTPPT** has a penalty of **EUR150.00**. **THE HIGHEST PENALTY WILL APPLY - EUR 150.00**  
 Therefore, EUR760.00 – EUR150.00 = EUR610.00 + EUR12.74PT + EUR28.06YP + EUR125.00YQ (YQ is refundable because both fares are refundable though with penalty)  
**REFUNDABLE AMOUNT – EUR775.80**

# COMBINATION OF FARES

## (NON REFUNDABLE + WITH PENALTY) – Issuance prior to 23AUG11

Date of Issuance: 24MAR11

Date of commencement of journey: 02APR11

LIS  
 PAR TP 0432 E E 02APR 0750 **ETAP** 02APR02APR 20  
 LIS TP 0447 M M 10APR 0650 **MFLYTAP** 10APR10APR 20  
 EUR 301.00 02APR11LIS TP PAR**58.35**TP LIS**340.86**NUC  
 399.21END ROE0.753963  
 EUR 68.00YQ XT EUR 4.03PT EUR 10.23QX EUR 1.00IZ EUR  
 EUR 7.97YP 4.17FR EUR 12.75FR EUR 35.00XP  
 EUR 67.18XT  
 EUR 444.15

### 1st component

**FDLISPAR02APR11.T24MAR11/TP/2** in Galileo  
**FQDLISPAR/ATP/02APR11/R,24MAR11/IX,H,L** in Amadeus

...  
 2 TP 58.35R **ETAP** E | V/ R EH ---  
**FN\*2/16** in Galileo  
**FQN2\*PE** in Amadeus

...  
 CANCELLATIONS

**ANY TIME**

**TICKET IS NON-REFUNDABLE.**

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.

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WHEN COMBINING A REFUNDABLE TICKET WITH A NON-REFUNDABLE TICKET PROVISIONS WILL APPLY AS FOLLOWS  
 -THE AMOUNT PAID ON THE REFUNDABLE FARE COMPONENT WILL BE REFUNDED LESS THE PENALTY AMOUNT IF APPLICABLE  
 -THE AMOUNT PAID ON THE NON-REFUNDABLE FARE COMPONENT WILL NOT BE REFUNDED.

### 2nd component

**FDLISPAR02APR11.T24MAR11/TP/2** in Galileo  
**FQDLISPAR/ATP/02APR11/R,24MAR11/IX,H,L** in Amadeus

...  
 11 TP 280.15R **MFLYTAP** M 6| M EH  
**FN\*11/16** in Galileo  
**FQN11\*PE** in Amadeus  
 CANCELLATIONS

**BEFORE DEPARTURE**

**PER ONE WAY CHARGE EUR 130.00** FOR CANCEL/NO-SHOW/ REFUND.

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.  
 PER ROUND TRIP CHARGE EUR 150.00 FOR CANCEL/NO-SHOW/ REFUND ANYTIME

WHEN COMBINING A REFUNDABLE TICKET WITH A NON-REFUNDABLE TICKET PROVISIONS WILL APPLY AS FOLLOWS  
 -THE AMOUNT PAID ON THE REFUNDABLE FARE COMPONENT WILL BE REFUNDED LESS THE PENALTY AMOUNT IF APPLICABLE  
 -THE AMOUNT PAID ON THE NON-REFUNDABLE FARE COMPONENT WILL NOT BE REFUNDED.

**Conclusion:**

TTAP fare is non refundable. MFLYTAP fare has a penalty of EUR130.00.

**Non refundable amount: 58.35 x 0.753963 = EUR44.00 + 130.00 = EUR174.00**

Therefore, EUR301.00 – EUR174.00 = EUR127.00 + EUR4.03PT + EUR7.97YP + EUR12.75FR + EUR4.17FR + EUR1.00IZ + EUR10.23QX + EUR68.00YQ

**REFUNDABLE AMOUNT – EUR235.15**



# COMBINATION OF FARES

## (WITHOUT PENALTY + NON REFUNDABLE) – Issuance prior to 23AUG11

<b>Date of Issuance:</b> 30MAR11	<b>Date of commencement of journey:</b> 01APR11
LIS FNC TP 1609 B B 01APR 0750 <b>BRAMTAP</b> 01APR01APR 20 LIS TP 1604 K K 20APR 0730 <b>KRAMTAP</b> 20APR20APR 20	
EUR 315.00 01APR11LIS TP FNC215.00TP LIS100.00EUR 315.00END	
EUR 38.00YQ EUR 22.85YP EUR 8.06PT EUR 383.91	

<u>1st component</u>	<u>2nd component</u>
<p><b>FDLISFNC01APR11.T30MAR11/TP/2</b> in Galileo</p> <p><b>FQDLISFNC/ATP/01APR11/R,30MAR11/IX,H,L</b> in Amadeus</p> <p>---</p> <p>11 TP 285.15 BRAMTAP B</p> <p>...</p> <p><b>FN*11/16</b> in Galileo</p> <p><b>FQN*13*PE</b> in Amadeus</p> <p>...</p> <p><b>16. PENALTIES</b>                      UNLESS OTHERWISE SPECIFIED  <b>CANCELLATIONS</b>                      ANY TIME                      CANCELLATIONS PERMITTED. .</p>	<p><b>FDLISFNC01APR11.T30MAR11/TP/2</b> in Galileo</p> <p><b>FQDLISFNC/ATP/01APR11/R,30MAR11/IX,H,L</b> in Amadeus</p> <p>---</p> <p>4 TP 85.00 <b>KRAMTAP</b> K   R EH</p> <p>---</p> <p><b>FN*6/16</b> in Galileo</p> <p><b>FQN*8*PE</b> in Amadeus</p> <p>...</p> <p><b>16. PENALTIES</b>                      UNLESS OTHERWISE SPECIFIED  <b>CANCELLATIONS</b>                      ANY TIME  <b>TICKET IS NON-REFUNDABLE.</b>                      WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.</p>

### Conclusion:

BRAMTAP fare has no penalty. KRAMTAP fare it's not refundable.

**Non refundable amount: EUR100.00**

Therefore, EUR315.00 – EUR100.00 = EUR215.00 + EUR8.06PT + EUR22.85YP + EUR38.00YQ

**REFUNDABLE AMOUNT – EUR283.91**

# COMBINATION OF FARES

(WITHOUT PENALTY + NON REFUNDABLE) – Issuance on/after 23AUG11

Date of Issuance: 31AUG11

Date of commencement of journey: 20SEP11

LIS  
 FNC TP 6461 B B 20SEP 0730 BRAMTAP 20SEP20SEP 20  
 LIS TP 1604 K K 05OCT 0730 KRAMTAP 05OCT05OCT 1P

EUR 315.00 20SEP11LIS TP FNC**215.00**TP LIS**100.00**EUR  
 315.00END

EUR 64.00YQ  
 EUR 22.85YP  
 EUR 8.06PT  
 EUR 409.91

## 1st Component

**FDLISFNC20SEP11.T31AUG11/TP** in Galileo  
**FQDLISFNC/ATP/20SEP11/R,31AUG11/IX,L /CB** in Amadeus

---  
 1 BRAMTAP 215 430 B - - - + - - - R

...  
**FN\*11/16**  
**FQN\*1\*PE**

...  
**16. PENALTIES**  
 UNLESS OTHERWISE SPECIFIED  
**CANCELLATIONS**  
**ANY TIME**  
 CANCELLATIONS PERMITTED. .

## 2nd Component

**FDLISFNC20SEP11.T31AUG11/TP/2** in Galileo  
**FQDLISFNC/ATP/20SEP11/R,31AUG11/IX,L /CK** in Amadeus

---  
 2 KRAMTAP 100 200 K NRF - - + + - - R

...  
**FN\*6/16**  
**FQN2\*PE**

...  
**16. PENALTIES**  
 UNLESS OTHERWISE SPECIFIED  
 CANCELLATIONS

**ANY TIME**

**TICKET IS NON-REFUNDABLE.**

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.

NOTE -

**FOR NON-REFUNDABLE FARES YQ/YR SURCHARGE WILL NOT BE REFUNDED.**

## **Conclusion:**

**BRAMTAP fare has no penalty. KRAMTAP fare is non refundable.**

**Non refundable amount: EUR100.00**

Therefore, EUR315.00 – EUR100.00 = EUR215.00 + EUR8.06PT + EUR22.85YP + EUR32.00YQ (YQ just referring to 1st component)

**REFUNDABLE AMOUNT – EUR277.91**

# PARTIALLY FLOWN TICKETS

**Refund of not used flight coupons of an already started ticket will only be possible if fare/s applied will allow it.**

## Calculation:

1. Identify the fare applied on the ticket having in mind that in the case of fare combinations, and concerning refunds, each component is subject to the conditions of the fare applied on such component.
2. Consulta-se o tarifário em vigor à data da emissão do bilhete original considerando a data de início da viagem e acede-se ao capítulo 16 (se em Galileo) ou Penalties (se em Amadeus). Da leitura do parágrafo *Cancellations*, sub-parágrafo *After Departure* ou *Anytime*, deste capítulo obtém-se a indicação da penalidade a aplicar para a situação de reembolso por cancelamento ou no-show.
  - a. Obs.:
  - b. Se o capítulo 16 (Galileo) ou Penalties (Amadeus) estiver omissa da nota da tarifa, essa omissão significa que a tarifa não tem qualquer penalidade.
  - c. O **Galileo** e o **Amadeus** têm um Fare display histórico de 1 ano.
2. In case refund is allowed *After departure*, fare must be recalculated to the applicable fare of the actually flown journey, having in consideration fare display in force at the issuance date of the ticket to the date of commencement of journey, following all calculation rules applicable to the new situation.
3. «Applicable fare» means the OW fare in the flown RBD or, if there is no OW in such RBD, in the next higher RBD.
4. Taxes collected on ticket and not used will be refundable, except stamp taxes, ticket service fees and eventually any penalty for changes tax (code DU) already collected in a previous reissue.
5. Calculations shown are not considering any Ticket Service Fee for refund.

# FARES WITHOUT PENALTY

**Date of Issuance:** 30MAR11 **Date of commencement of journey:** 01MAY11

LIS  
 PAR TP 0432 B \*B 01MAY 0755 **BFLEXTAP** 20  
 LIS TP 0447 B \*B 20MAY 0650 **BFLEXTAP** 20

EUR 681.00 01MAY11LIS TP PAR451.61TP LIS451.61NUC  
 903.22END ROE0.753963  
 EUR 68.00YQ XT EUR 4.03PT EUR 10.23QX EUR 1.00IZ EUR  
 EUR 7.97YP 4.17FR EUR 12.75FR  
 EUR 32.18XT  
 EUR 789.15

**Issue:**

**- F/C 2 not used. Which is the refundable amount?**

**FDLISPAR01MAY11.T30MAR11/TP** in Galileo  
**FQDLISPAR/ATP/01MAY11/R,30MAR11/IH,L** in Amadeus

...  
 11 TP 451.61R BFLEXTAP B

...  
**FN\*11/16** in Galileo  
**FQN\*16/16** in Amadeus

16. PENALTIES  
 UNLESS OTHERWISE SPECIFIED

**CANCELLATIONS**  
**ANY TIME**  
**CANCELLATIONS PERMITTED.**

NOTE -  
 CHARGE DOES NOT APPLY.  
**REFUND THE FARE PAID LESS THE APPLICABLE OW/RT**  
**FARE FOR THE SECTORS ALREADY TRAVELLED.**

**FDLISPAR01MAY11.T30MAR11/TP-OW:NUC** in Galileo  
**FQDLISPAR/ATP/01MAY11/R,30MAR11,NUC/IO,L/CB** in Amadeus

...  
 6 TP 769.26 BOWTAP B

**Conclusion:**

**BFLEXTAP allows refund. Journey is recalculated into an One Way in RBD B. Airport taxes not used will be refundable as well as ½ YQ tax collected. Fare calculation will be:**

**LIS TP PAR 769.26NUC769.26END ROE0.753963**

**Fare - EUR580.00**

**Taxes to be refunded - EUR 10.23QX EUR 1.00IZ EUR4.17FR EUR12.75FR EUR34.00YQ = EUR62.15**

**Therefore, EUR681.00 – EUR580.00 = EUR101.00 + EUR62.15**

**REFUNDABLE AMOUNT – EUR163.15**

# FARES WITHOUT PENALTY

(PAYMENT MADE OUTSIDE COUNTRY OF COMMENCEMENT OF JOURNEY)

**Date of Issuance:** 30MAR11    **Date of commencement of journey:** 02APR11

SSA  
 LIS TP 0158 D D 02APR 2255 **DRTTAP2** 2P  
 SSA TP 0157 D D 20APR 1620 **DRTTAP2** 2P  
 USD 4732.00 02APR11SSA TP LIS2366.00TP SSA2366.00NUC  
 EUR 3365.00 4732.00END ROE1.000000  
 EUR 13.18YP  
 EUR 6.71PT  
 EUR 25.60BR  
 EUR 3410.49  
 RATE USED 1USD=0.711061EUR

**Issue:**

**- F/C 2 not used. Which is the refundable amount?**

**FDSSALIS02APR11.T30MAR11/TP/2** in Galileo  
**FQDSSALIS/ATP/02APR11/R,30MAR11/IH,L** in Amadeus

10 TP 2366.00R DRTTAP2 D /12M R AT

**FN\*10/16** in Galileo  
**FQN2\*PE** in Amadeus

...  
 16. PENALTIES  
 UNLESS OTHERWISE SPECIFIED

**CANCELLATIONS**  
**ANY TIME**  
**CANCELLATIONS PERMITTED.**

NOTE -  
 CHARGE DOES NOT APPLY.  
**REFUND THE FARE PAID LESS THE APPLICABLE OW/RT FARE IN THE SAME BOOKING CLASS OR HIGHER FOR THE SECTORS ALREADY TRAVELLED**

**Conclusion:**

**There is no penalty for refund. Journey has to be recalculated into an One Way in RBD D using fare display in force at time of issuance to the date of commencement of the journey:**

**FDSSALIS02APR11.T30MAR11/TP-OE:NUC** in Galileo  
**FQDSSALIS/ATP/02APR11/R,30MAR11,NUC/IO,L** in Amadeus

4 TP 3246.00 DOWTAP2 D

**Note:**

- Conversion of Fare into the currency of the country of payment is at BSR used in original ticket (historical BSR).
- Airport taxes are refundable as well as half YQ tax.

**New fare calculation will be:**  
**SSA TP LIS3246.00NUC3246.00END ROE1.00**  
**FARE USD3246.00**  
**Equiv. EUR2309.00 (at BSR 0.711061)**  
**Taxes to be refunded EUR13.18YP + EUR6.71PT = EUR19.89**  
**Therefore, EUR3365.00-2309.00=1056.00+19.89=EUR1075.89**  
**REFUNDABLE AMOUNT - EUR1075.89**

# FARES WITHOUT PENALTY (RECALCULATION TO A HIGHER OW RBD)

**Date of Issuance:** 31MAR11 **Date of commencement of journey:** 03MAY11

```

LIS
LON TP 0354 B B 03MAY 0740 BFLEXTAP 20
LIS TP 0353 B B 13MAY 0815 BFLEXTAP 20

EUR 904.00 03MAY11LIS TP LON599.49TP LIS599.49NUC
1198.98END ROE0.753963
EUR 68.00YQ XT EUR 5.70PT EUR 13.62GB EUR 24.74UB
EUR 10.02YP
EUR 44.06XT
EUR 1026.08
    
```

**Issue:**

**- F/C 2 not used. Which is the refundable amount?**

**FDLISLON03MAY11.T31MAR11/TP/2** in Galileo  
**FQDLISLON/ATP/03MAY11/R,31MAR11/IH,L** in Amadeus

---  
04 BFLEXTAP 599.49 B - - - + - - - R

**FN\*14/16** in Galileo  
**FQN5\*PE** in Amadeus

**CANCELLATIONS**

**ANY TIME  
CANCELLATIONS PERMITTED.**

NOTE -  
**CHARGE DOES NOT APPLY.**  
**REFUND THE FARE PAID LESS THE APPLICABLE OW/RT  
FARE FOR THE SECTORS ALREADY TRAVELLED.**

**Conclusion:**

**There is no penalty for refund. Journey has to be recalculated into an One Way using fare display in force at time of issuance to the date of commencement of the journey:**

**FDLISLON03MAY11.T31MAR11/TP-OW:NUC** in Galileo  
**FQDLISLON/ATP/03MAY11/R,31MAR11,NUC/IO,L** in Amadeus

01 COWTAP	1181.75	C	-	-	-	+	-	-	-	R
02 YOWTAP	864.76	Y	-	-	-	+	-	-	-	R
03 MOWTAPPT	456.25	M	+	-	-	+	+	-	-	R
04 HOWTAPPT	348.82	H	+	-	-	+	+	-	-	R
05 QOWTAPPT	282.50	Q	+	-	-	+	+	-	-	R
06 VOWTAPPT	193.64	V	+	-	-	+	+	-	-	R

**There is no published OW fare in RBD B. RBD M is lower that fare applied on ticket, therefore recalculation must use fare YOWTAP.**

**New fare construction will be:**

**LIS TP LON864.76NUC864.76END ROE0.753963**

**FARE EUR652.00**

**Taxes to be refunded - EUR34.00YQ + EUR3.62GB + EUR24.74UB = EUR62.36**

**Therefore, EUR904.00-652.00=EUR252.00+EUR62.36=EUR314.36**

**REFUNDABLE AMOUNT - EUR314.36**

# NON REFUNDABLE FARES

Date of Issuance: 31MAR11 Date of commencement of journey: 15APR11

LIS  
NYC TP 0103 Q \*Q 15APR 1205 **QKTAPPT** 15APR15APR 1P  
LIS TP 0104 Q \*Q 30APR 1800 **QKTAPPT** 30APR30APR 1P  
  
EUR 600.00 15APR11LIS TP NYC397.89TP LIS397.89NUC  
795.78END ROE0.753963  
EUR 290.00YQ XT EUR 6.71PT EUR 3.91YC EUR 11.59US EUR  
EUR 13.18YP 11.59US EUR 3.56XA EUR 4.98XY EUR 1.78AY  
EUR 47.32XT EUR 3.20XF EWR4.50  
EUR 950.50

## Issue:

- F/C 2 not used. Which is the refundable amount?

**FDLISNYC15APR11.T31MAR11/TP/2**  
**FQDLISNYC/ATP/15APR11/R,31MAR11/IH,L**

in Galileo  
in Amadeus

---  
12 QKTAPPT 397.89 Q + S03APR 15APR+ +SU+ 12M R

**FN\*4/16**  
**FQN12\*PE**

...  
004 LISNYC 15APR11 TP EUR 397.89 QKTAPPT STAY-SU/12MBK-Q  
16. PENALTIES  
FOR Q- TYPE FARES

### **CANCELLATIONS**

BEFORE DEPARTURE

PER ROUND TRIP CHARGE EUR 220.00 FOR CANCEL/NO-SHOW/  
REFUND.

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.

### **AFTER DEPARTURE**

**TICKET IS NON-REFUNDABLE.**

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.

NOTE -

## **Conclusion:**

- As journey has already started it's an After Departure situation, therefore Fare is not refundable. Only airport Taxes and ½ fuel surcharge will be refunded.
- Taxes not used:

EUR11.59US+EUR 1.78AY+EUR 3.20XF+EUR145.00YQ = EUR161.57

Therefore,

**REFUNDABLE AMOUNT – EUR161.57**

# COMBINATION OF FARES – Issuance prior to 23AUG11

**Date of Issuance:** 31MAR11    **Date of commencement of journey:** 06MAY11

```

LIS
TMS TP 0225 H H 06MAY 0015 HSXST 06MAY06MAY 20
LIS TP 0224 B B 20MAY 0645 BRTAPST 20MAY20MAY 20

EUR 1177.00 06MAY11LIS TP TMS631.99TP LIS928.42NUC
1560.41END ROE0.753963
EUR 250.00YQ XT EUR 6.71PT EUR 3.56CT
EUR 13.18YP
EUR 10.27XT
EUR 1450.45
    
```

**Issue:**

**- F/C 2 not used. Which is the refundable amount?**

**FDLISTMS06MAY11.T31MAR11/TP/2** in Galileo  
**FQDLISTMS/ATP/06MAY11/R,31MAR11/IX,H,L** in Amadeus

...  
07 HSXST 631.99 H + - - + + + 6M R

**FN\*7/16**  
**FQN7\*PE**

...  
ORIGINATING PORTUGAL -  
CANCELLATIONS

...  
**AFTER DEPARTURE**  
**TICKET IS NON-REFUNDABLE.**  
WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.

**FDLISTMS06MAY11.T31MAR11/TP/2** in Galileo  
**FQDLISTMS/ATP/06MAY11/R,31MAR11/IX,H,L** in Amadeus

...  
09 BRTAPST 928.42 B - - - + - - - R **FN\*4/16**

**FN\*9/16**  
**FQN9\*PE**  
CANCELLATIONS

**ANY TIME**  
**CANCELLATIONS PERMITTED.**  
NOTE -  
CHARGE DOES NOT APPLY.  
**REFUND THE FARE PAID LESS THE APPLICABLE OW/RT FARE FOR THE**  
**SECTORS ALREADY TRAVELLED.**

**Conclusion:**

Though fare used in 1<sup>st</sup> component will not allow refund After departure, as it's combined in the 2<sup>nd</sup> component with a fare which allows refund, deducting the OW fare for the sector already travelled, then journey will have to be recalculated to an OW in RBD H, using fare display in force at time of issuance to the date of commencement of the journey

**FDLISTMS06MAY11.T31MAR11/TP-OW:NUC** in Galileo  
**FQDLISTMS/ATP/06MAY11/R,31MAR11,NUC/IO,L** in Amadeus

...  
07 HOWST 729.47 H + - - + + - - R

**New fare calculation will be:**

LIS TP TMS729.47NUC729.47END ROE0.753963

Fare EUR550.00

Taxes not used – EUR125.00YQ + EUR3.56CT = EUR128.56

Therefore, EUR1177.00 – EUR550.00 = EUR627.00 + EUR128.56

**REFUNDABLE AMOUNT – EUR755.56**

# COMBINATION OF FARES – Issuance on/after 23AUG11

**Date of Issuance:** 28AUG11      **Date of commencement of journey:** 07OCT11

```

LIS
TMS TP 225 S S 07OCT 0015 STAPPT 07OCT07OCT 20
LIS TP 224 B B 14OCT 0645 BRTAPST 14OCT14OCT 20

EUR 920.00 07OCT11LIS TP TMS321.10TP LIS1021.68NUC
1342.78END ROE0.685142
EUR 250.00YQ XT EUR 8.71PT EUR 3.46CT
EUR 13.18YP
EUR 12.17XT
EUR 1195.35
    
```

**Issue:**

**- F/C 2 not used. Which is the refundable amount?**

```

FDLISTMS07OCT11.T28AUG11/TP/2 in Galileo
FQDLISTMS/ATP/07OCT11/R,28AUG11/IX,H,L/CS in Amadeus
...
1 STAPPT 321.10 S NRF E23SEP - + + + 2M R
...
FN*7/16
FQN1*PE
...
ORIGINATING PORTUGAL -
CANCELLATIONS
...
AFTER DEPARTURE
TICKET IS NON-REFUNDABLE.
WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.
    
```

```

FDLISTMS07OCT11.T28AUG11/TP/2 in Galileo
FQDLISTMS/ATP/07OCT11/R,28AUG11/IX,H,L/CB in Amadeus
...
01 BRTAPST 1021.68 B - - - + - - - R
...
FN*9/16
FQN1*PE
CANCELLATIONS
ANY TIME
CANCELLATIONS PERMITTED.
NOTE -
CHARGE DOES NOT APPLY.
REFUND THE FARE PAID LESS THE APPLICABLE OW/RT FARE FOR THE
SECTORS ALREADY TRAVELLED.
    
```

**Conclusion:**  
 Though fare used in 1<sup>st</sup> component will not allow refund After departure, as it's combined in the 2<sup>nd</sup> component with a fare which allows refund, deducting the OW fare for the sector already travelled, then journey will have to be recalculated to an OW in RBD H, using fare display in force at time of issuance to the date of commencement of the journey

```

FDLISTMS07OCT11.T28AUG11/TP-OW:NUC in Galileo
FQDLISTMS/ATP/07OCT11/R,28AUG11,NUC/IO,L in Amadeus
07 HOWST 802.75 H + - - + + - - R
    
```

As there is no OW in RBD S, the next higher will apply – H.  
**New fare calculation:** LIS TP TMS802.75NUC802.75END ROE0.685142  
 Fare EUR550.00  
 Non used taxes – EUR125.00YQ + EUR3.46CT = EUR128.46 (YQ referring to the 2<sup>nd</sup> component is refundable as BRTAPST is a refundable fare)  
 Therefore, EUR920.00 – EUR550.00 = EUR370.00 + EUR128.46  
**REFUNDABLE AMOUNT – EUR498.46**

# REFUND IN CASE OF DEATH

- a) **Death of passenger** - is mandatory the inclusion of a copy of the death certificate.
- b) **Death in the direct family** - is mandatory the inclusion of a copy of the death certificate and copy of pax identification (it's also refundable the ticket of someone accompanying pax during the journey) .

**Direct family are:** spouse, sons/daughters (including adoptive children), parents, brothers/sisters, grandparents, grandchildren, parents-in-law, brothers-in-law, sisters-in-law, sons-in-law and daughters-in-law.

In case of DEATH, even with NON REFUNDABLE restrictive fares, TAP authorizes refund

1. **IN FULL** (fare, airport taxes and fuel surcharge) in case ticket is **TOTALLY UNFLOWN** or
2. **PARTIAL** (fare, airport taxes and fuel surcharge) if one of the fare components it's fully unflown. In case death happens in the middle of a fare component, Refund Department must be contacted in order to supply the proration amount due to the unflown segment/s.

## PARTIAL REFUND

**Date of issuance:** 31MAR11 in Portugal  
**Date of commencement of journey:** 01APR11

CWB					
XSAO	TP	6235	W *W	01APR 1320	WPROMTAP 01APR01APR 2P
LIS	TP	0198	W *W	01APR 1620	WPROMTAP 01APR01APR 2P
XSAO	TP	0197	W *W	30APR 2315	WPROMTAP 30APR30APR 2P
CWB	TP	6234	W *W	01MAY 0855	WPROMTAP 01MAY01MAY 2P

USD	999.00	01APR11CWB TP X/SAO TP LIS499.50TP X/SAO
EUR	711.00	TP CWB499.50NUC999.00END ROE1.000000
EUR	13.18YP	XT EUR 25.60BR EUR 11.38BR
EUR	6.71PT	
EUR	36.98XT	
EUR	767.87	
RATE	USED	1USD=0.711061EUR

**Issue:**

- Death happened in Portugal. F/c's 3 and 4 weren't used.  
What's the amount for the refund?

**Conclusion:**

2nd component – **LISSAOCWB** – wasn't used therefore the refundable amount will be:

**NUC499.50 x ROE 1.00 = USD500.00 X 0.711061 = EUR355.00**

**Taxes not used – EUR6.71PT EUR13.18YP EUR5.69BR**

**REFUNDABLE AMOUNT – EUR380.58**

**Note:**

- Refund will be done using the same BSR applied at the original issuance time.