

Cap 16: Penalties - DU tax

Effectiveness:
26-Oct-10

			Islands, Europe & North Africa	Intercontinental	
				Medium Haul - sq (eg.:SID/RAI/OXB/DKR/TMS)	Long Haul
Discount	changes	Before departure of the flight being changed	50€ - sq	100 €	120€ iso 100€
		After departure of the flight being changed or no show	130€ iso 100€	200 €	220€ iso 200€
	refunds	Before departure	Not refundable	Not refundable	Not refundable
		After departure	Not refundable	Not refundable	Not refundable
Basic	changes	Before departure of the flight being changed	50€ - sq	100€ - sq	120€ iso 100€
		After departure of the flight being changed or no show	130€ iso 100€	200€ - sq	220€ iso 200€
	refunds	Before departure	Not refundable	Not refundable, except, L/W-150€ OW / 200€ RT	Not refundable, except L/W 180€ iso 150€ OW / 220€ iso 200€ RT
		After departure	Not refundable	Not refundable	Not refundable
Classic	changes	Before departure of the flight being changed	50€ iso 25€	100€ - sq	120€ iso 100€
		After departure of the flight being changed or no show	130€ iso 50€	200€ - sq	220€ iso 200€
	refunds	Before departure	130€ iso 75€ OW / 150€ iso 100€ RT	150 eur OW / 200 eur RT sq	180€ iso 150€ OW; 220€ iso 200€ RT
		After departure	Not refundable	Not refundable	Not refundable
Plus	changes	Any time	Free of charge	Free of charge	Free of charge
	refunds	Any time	Fully refundable	Fully refundable	Fully refundable
Executive (J)	changes	Before departure of the flight being changed	50€ - sq	na	120€ iso 100€
		After departure of the flight being changed or no show	100€ - sq	na	220€ iso 200€
	refunds	Before departure	Not refundable	na	180€ iso 150€ OW; 220€ iso 200€ RT
		After departure	Not refundable	na	Not refundable
Executive	changes	Any time	Free of charge	Free of charge	Free of charge
	refunds	Any time	Fully refundable	Fully refundable	Fully refundable

sq = sem alteração / iso = em vez de / na = não disponível