

VOLUNTARY REFUNDS – CALCULATION RULES

The below information is merely informative in calculating refund reimbursement amounts and in no way, is subject to the technical procedures inherent to other GDS's.
The shown amounts do not represent any administrative tax associated to the refund that the agency may apply.

TOTALLY UNUSED TICKETS

If no part of the ticket has been flown, the refund amount shall be the total fare paid, deducting any penalty associated to the applied fare, **if the fare permits refund**. Taxes are refundable, except *stamp taxes*, any penalty already applied (DU tax), issuance fees and YQ/YR in case of a **NON-REFUNDABLE FARE**.

Stamp taxes are percentage taxes based on the Fare and determined by Governments of certain countries for ticket issuances in those countries.

Example: Angola, Guinea, Cape Verde, São Tomé, etc....

Calculation:

1. Identify the applied fare, bearing in mind that if there is a combination of fares, each fare component is subject to the rules applied per fare component.
2. Check the fare, based on the original issuance date, considering the start of travel date and accessing chapter 16 (if in Galileo) or Penalties (if in Amadeus). In paragraph *Cancellations*, and sub-paragraph *Before Departure* or *Anytime*, we access the penalty to be applied in case of refund for cancelation or no-show.
Note:
 - a. If chapter 16 (Galileo) or Penalties (Amadeus) doesn't exist in the fare note, this means the fare has no penalty.
 - b. **Galileo** and **Amadeus** have a 1-year historical Fare Display.
3. Deduct the penalty from the Fare in the Fare Box in the ticket, if there are taxes, add the amount of the refundable taxes, and obtain the total refundable amount.
4. The refund is made in the currency of country of issuance of the ticket. When ticket is issued in a different currency than place of start of travel, the refund shall be the Equivalent Fare Paid and taxes of that currency, using the BSR applied on the ticket using the issuance date (Historical BSR). If there is a refund penalty in a different currency than the issuance currency, the conversion to refund currency is based on date of refund (actual BSR).

FARES WITHOUT PENALTY

Issuance: 10JAN18		Start of travel date: 20MAR18	
LIS			
FNC TP	1689 J J	20MAR 1230	C00TOP0A 2PC
LIS TP	1688 Z Z	30MAR 2155	C00TOP0A 2PC
EUR	892.00	20MAR18LIS TP FNC	446.00 TP LIS 446.00 EUR
		892.00END	
EUR	6.94PT		
EUR	27.06YP		
EUR	5.00XP		
EUR	931.00		

FDLISFNC20NOV13.T26SEP13/TP	in Galileo
(...)	
17 TP	220.00 BRAMTAP B R EH
18 TP	235.00 YRAMTAP Y R EH
FN*17/16 e FN*18/16	
...	
16. PENALTIES	
CANCELLATIONS	
ANY TIME	
CANCELLATIONS PERMITTED.	

FQDLISFNC/ATP/D20MAR18/R,10JAN18/IL/FF/KC	in Amadeus
(...)	
05 C00TOP0A 446 892 C - - - + - - R	
FQN5*PE	
...	
PE. PENALTIES	
CANCELLATIONS	
ANY TIME	
CANCELLATIONS PERMITTED.	

Conclusion:
 The Fare has no refund penalty. All taxes are refundable, except the XP tax.
 Therefore: **EUR892.00 + EUR6.94PT + EUR27.06YP = EUR926.00**
REFUND AMOUNT » EUR926.00

FARES WITH PENALTY

Issuance: 10FEB18	Start of travel date: 01APR18
OPO	
XLIS TP 1959 U U 01APR 2030 UPTCLI0B	01APR01APR 2P
RIO TP 75 U U 01APR 2325 UPTCLI0B	01APR01APR 2P
EUR 330.00	01APR18OPO TP X/LIS TP RIO 390.69 NUC390.69
	END ROE0.844659
EUR 175.00YQ	XT EUR15.00XP EUR25.88 PT
EUR 11.62YP	
EUR 40.88XT	
EUR 557.50	

FDOPOCCS01DEC13.T23SEP13-OW/TP in Galileo

...
 1 TP 434.00 QLOWPT Q 01OCT -12DEC R AT

FN*1/16

...
 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.

FQDOPORIO/IO,L/D01APR18/R,10FEB18/FF/CU in Amadeus

...
03 UPTCLI0B 330 U + - - + - - R

FQN3*PE

...
 PE. PENALTIES
 CANCELLATIONS

BEFORE DEPARTURE
CHARGE EUR 125.00 FOR CANCEL/NO-SHOW/
 REFUND.
 WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.
 NOTE -
 WAIVERS MUST BE EVIDENCED BY DEATH CERTIFICATE.
 CANCELLATIONS RULES APPLY PER FARE COMPONENT.

 YQ SHALL BE USED TO COVER POSSIBLE RESIDUAL
 AMOUNTS. RESULTING FROM CANCELLATION PENALTIES
 HIGHER THAN THE FARE AMOUNT.
 ANY DIFFERENCE BETWEEN CANCELLATION PENALTY AND
 THE FARE ORIGINALLY PAID SHALL BE DEDUCTED FROM
 YQ AMOUNT ONLY RESIDUAL YQ AMOUNT CAN BE THEN REFUNDED .

Conclusion:

Fare 330.00 – Penalty 125.00 = EUR205.00

Therefore, **EUR205.00 + EUR11.62PT + EUR25.88YP + EUR175.00YQ = EUR 417.50** (YQ tax is refundable because the fare is refundable, even though having a penalty)

REFUND AMOUNT » EUR417.50

NON-REFUNDABLE FARES

Issuance: 14FEB18

Start of travel date: 01JUN18

OPO									
PAR TP	452 U	U	01JUN 0630	U14DSC0A		01JUN01JUN	0P		
OPO TP	457 U	U	05JUN 1955	U14DSC0A		05JUN05JUN	0P		
EUR	94.00		01JUN18OPO TP PAR	55.64	TP OPO	55.64	NUC111.28		
			END ROE	0.844659					
EUR	32.00	YQ	XT EUR 10.09	YP EUR 10.43	QX EUR 1.13	IZ EUR			
EUR	3.47	PT	4.52	FR EUR 12.75	FR EUR 15.00	XP			
EUR	53.92	XT							
EUR	183.39								

FDOPOPAR26OCT13.T15SEP13/TP/2 in Galileo

(/2 = obtém-se ½ RT em NUC's)

...

1 TP 11.83R TFLYFR T R EH

FN*1/16

...

16. PENALTIES

FOR T- TYPE FARES

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.

FQDOPOPAR/ATP/D01JUN18/IH,L/R,14FEB18/FF/CU in Amadeus

(IH = obtém-se ½ RT em NUC's)

...

01 U14DSC0A 55.64 U NRF - - + + - - R

FQN01*PE

...

PE. PENALTIES

CANCELLATIONS

ANY TIME

TICKET IS NON-REFUNDABLE.

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.

NOTE -

WAIVERS MUST BE EVIDENCED BY DEATH CERTIFICATE.

CANCELLATIONS RULES APPLY PER FARE COMPONENT.

YQ/YR SURCHARGE WILL NOT BE REFUNDABLE.

Conclusion:

Because both Fare and YQ are non-refundable, we may only refund airport taxes.

Therefore, EUR10.09YP + EUR3.47 PT + EUR10.43 QX + EUR1.13 IZ +EUR4.52 FR +EUR12.75 FR = EUR42.39

REFUND AMOUNT » EUR42.39

COMBINATION OF FARES (WITHOUT and WITH PENALTY)

Issuance: 14FEB18		Start of travel date: 10MAY18	
NYC			
LIS TP	202 Z	Z 10MAY 1745	ZUSTT10A 3P
MIA TP	223 T	T 16MAY 1035	TUSPUI0A 3P
USD	1760.00	10MAY18NYC TP LIS	1450.00 TP MIA 310.00 NUC
EUR	1434.00	1760.00END ROE1.000000	
EUR	529.55YQ	XT EUR 19.81YP EUR 4.61YC EUR 14.91US EUR	
EUR	8.15PT	14.91US EUR 3.23XA EUR 5.71XY EUR 4.57AY	
EUR	71.42XT	EUR 15.00 XP EUR 3.67XF EWR4.50	
EUR	2058.12		

1st FARE COMPONENT

FDNYCLIS24DEC13.T30SEP13/TP/2 in Galileo
FQDNYCLIS/ATP/D10MAY/IH,L/R,14FEB18/FF/KC in Amadeus

...
 07 ZUSTT10A 1450.00 Z - - - + - - - R

...
 FN*17/16 in Galileo
 FQN07*PE in Amadeus

...
 PE. PENALTIES
 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.

2nd FARE COMPONENT

FDMIALIS24DEC13.T30SEP13/TP/2 in Galileo
FQDMIALIS/ATP/D10MAY18/IH,L/R,14FEB18/FF/CT in Amadeus

...
 04 TUSPUI0A 310 DFT 80 - - + - - - R

...
 FN*35/16 in Galileo
 FQN04*PE in Amadeus

...
 PE. PENALTIES
 CANCELLATIONS
BEFORE DEPARTURE
CHARGE USD 80.00 FOR CANCEL/NO-SHOW/ REFUND

NOTE -
 WAIVERS MUST BE EVIDENCED BY DEATH CERTIFICATE.
 CANCELLATIONS RULES APPLY PER FARE COMPONENT.

 YQ SHALL BE USED TO COVER POSSIBLE RESIDUAL
 AMOUNTS. RESULTING FROM CANCELLATION PENALTIES
 HIGHER THAN THE FARE AMOUNT.
 ANY DIFFERENCE BETWEEN CANCELLATION PENALTY AND

THE FARE ORIGINALLY PAID SHALL BE DEDUCTED FROM YQ AMOUNT ONLY RESIDUAL YQ AMOUNT CAN BE THEN REFUNDED.

IN CASE OF TICKET UPGRADE THE ORIGINAL NON-REFUNDABLE AMOUNT REMAINS NON-REFUNDABLE. 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.
- WHEN COMBINING FARES CHARGE THE SUM OF THE CANCELLATION PENALTIES OF ALL CANCELLED FARE COMPONENTS.

Conclusion:

Fare ZUSTTIOA has no penalty and TUSPUIOA has a USD80.00 penalty that is converted to currency of country of payment, using the BSR at date of refund (not date of original issuance) = EUR66.00

Therefore, **EUR1434.00 – EUR66.00 = EUR1368.00 + EUR529.55YQ + EUR19.81YP + EUR8.15PT + EUR4.61YC + EUR14.91 US + EUR14.91 US + EUR3.23XA + EUR5.71XY + EUR4.57AY + EUR3.67XF =1977.12**

REFUND AMOUNT » EUR1977.12

Note: When the original payment is made in a different currency than the currency of the country of start of travel, the refund shall be made in the same currency of the original issuance, this meaning, the currency of the *Equivalent Fare Paid*.

COMBINATION OF FARES (BOTH WITH PENALTY)

Issuance: 14FEB18				Start of travel date: 05OCT18			
FNC							
XLIS	TP	1686	K	K	05OCT 1835	KPTBSI0B	05OCT05OCT 1P
	RIO	TP	75	K	K	05OCT 2325	KPTBSI0B
XLIS	TP	70	K	K	10OCT 2145	KPTCLI0B	10OCT10OCT 2P
	FNC	TP	1681	K	K	11OCT 1330	KPTCLI0B
EUR	1001.00	05OCT18FNC TP X/LIS TP RIO		571.82	TP X/LIS		
		TP FNC		613.26	NUC1185.08END ROE0.844659		
EUR	350.00	YQ	XT EUR 40.59		YP	EUR 27.20	BR EUR20.00
EUR	15.09	PT					
EUR	87.79	XT					
EUR	1453.88						

<u>1st FARE COMPONENT</u>		
FDFNCLIS05OCT13.T30SEP13-OW/TP: NUC		in Galileo
FQDFNCRIO/ATP/D05OCT18/R,14FEB18, NUC/IO,L/FF/CK		in Amadeus
...		
02 KPTBSI0B 571.82	K + - - + - - R	
...		
FN*8/16	in Galileo	
FQN02*PE	in Amadeus	
...		
PE.PENALTIES		
CANCELLATIONS		
BEFORE DEPARTURE		
CHARGE EUR 160.00 FOR CANCEL/NO-SHOW/REFUND.		
WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.		
NOTE -		
WAIVERS MUST BE EVIDENCED BY DEATH CERTIFICATE.		
CANCELLATIONS RULES APPLY PER FARE COMPONENT.		

<u>2nd FARE COMPONENT</u>		
FDLISRIO05OCT13.T30SEP13-OW/TP: NUC		in Galileo
FQDFNCRIO/ATP/D05OCT18/R,14FEB18, NUC/IO,L/FF/CK		in Amadeus
...		
03 KPTCLI0B 613.26	K + - - + - - R	
...		
FN*7/16	in Galileo	
FQN03*PE	in Amadeus	
...		
PE.PENALTIES		
CANCELLATIONS		
BEFORE DEPARTURE		
CHARGE EUR 125.00 FOR CANCEL/NO-SHOW/REFUND.		
WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.		
NOTE -		
WAIVERS MUST BE EVIDENCED BY DEATH CERTIFICATE.		
CANCELLATIONS RULES APPLY PER FARE COMPONENT.		

YQ SHALL BE USED TO COVER POSSIBLE RESIDUAL AMOUNTS. RESULTING FROM CANCELLATION PENALTIES HIGHER THAN THE FARE AMOUNT.
ANY DIFFERENCE BETWEEN CANCELLATION PENALTY AND THE FARE ORIGINALLY PAID SHALL BE DEDUCTED FROM YQ AMOUNT ONLY RESIDUAL YQ AMOUNT CAN BE THEN REFUNDED.

IN CASE OF TICKET UPGRADE THE ORIGINAL NON-REFUNDABLE AMOUNT REMAINS NON-REFUNDABLE. 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.
- WHEN COMBINING FARES CHARGE THE SUM OF THE CANCELLATION PENALTIES OF ALL CANCELLED FARE COMPONENTS.

YQ SHALL BE USED TO COVER POSSIBLE RESIDUAL AMOUNTS. RESULTING FROM CANCELLATION PENALTIES HIGHER THAN THE FARE AMOUNT.
ANY DIFFERENCE BETWEEN CANCELLATION PENALTY AND THE FARE ORIGINALLY PAID SHALL BE DEDUCTED FROM YQ AMOUNT ONLY RESIDUAL YQ AMOUNT CAN BE THEN REFUNDED.

IN CASE OF TICKET UPGRADE THE ORIGINAL NON-REFUNDABLE AMOUNT REMAINS NON-REFUNDABLE. 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.
- WHEN COMBINING FARES CHARGE THE SUM OF THE CANCELLATION PENALTIES OF ALL CANCELLED FARE COMPONENTS.

Conclusion:

Fare **KPTBSIOB** has a penalty of **EUR160.00**.

Fare **KPTCLIOB** has a penalty of **EUR125.00**.

BOTH PENALTIES ARE DEDUCTED, total EUR285.00 (YQ is refundable, as both fares are refundable, even though having a refund penalty fee).

Therefore, **EUR1001.00 – EUR285.00 = EUR716.00 + EUR350.00YQ + EUR40.59YP + EUR15.09PT + EUR28.20BR= EUR1148.88**

REFUND AMOUNT » EUR1148.88

COMBINATION OF FARES (WITH PENALTY + NON-REFUNDABLE FARE)

Issuance: 14FEB18		Start of travel date: 07NOV18	
PAR			
LIS TP	447 B B	07NOV 0700	B14PLU0B 07NOV07NOV 1P
PAR TP	446 E E	15NOV 1940	E14CLC0B 15NOV15NOV 1P
EUR	385.00	07NOV18PAR TP LIS	400.16 TP PAR 55.64 NUC
			455.80END ROE0.844659
EUR	62.00YQ	XT EUR 11.44YP	EUR 10.43QX EUR 1.13IZ EUR
EUR	3.47PT	4.52FR EUR 12.75FR	EUR5.00XP
EUR	45.27XT		
EUR	495.74		

1st FARE COMPONENT	
FDPARLIS07NOV13.T30SEP13/TP/2	in Galileo
FQDPARLIS/ATP/D07NOV18/IX,H,L/R,14FEB18/FF/CB	in Amadeus
...	
04 B14PLU0B	400.16 B 35 - - + - - R
...	
FN*19/16	in Galileo
FQN04*PE	in Amadeus
...	
PE. PENALTIES	
CANCELLATIONS	
BEFORE DEPARTURE	
CHARGE EUR 35.00 FOR CANCEL/NO-SHOW/REFUND.	

2nd FARE COMPONENT	
FDPARLIS07NOV13.T30SEP13/TP/2	in Galileo
FQDPARLIS/ATP/D07NOV18/IX,H,L/R,14FEB18/FF/CE	in Amadeus
...	
03 E14CLC0B	55.64 B NRF - - + - - R
...	
FN*2/16	in Galileo
FQN03*PE	in Amadeus
...	
PE. PENALTIES	
CANCELLATIONS	
ANY TIME	

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.
NOTE -
WAIVERS MUST BE EVIDENCED BY DEATH CERTIFICATE.
CANCELLATIONS RULES APPLY PER FARE COMPONENT.

HIGHER THAN THE FARE AMOUNT.
ANY DIFFERENCE BETWEEN CANCELLATION PENALTY AND
THE FARE ORIGINALLY PAID SHALL BE DEDUCTED FROM
YQ AMOUNT ONLY RESIDUAL YQ AMOUNT CAN BE THEN
REFUNDED.

IN CASE OF TICKET UPGRADE THE ORIGINAL NON-
REFUNDABLE AMOUNT REMAINS NON-REFUNDABLE. 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.
- WHEN COMBINING FARES CHARGE THE SUM OF THE
CANCELLATION PENALTIES OF ALL CANCELLED FARE
COMPONENTS.

TICKET IS NON-REFUNDABLE.

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.
NOTE -
WAIVERS MUST BE EVIDENCED BY DEATH CERTIFICATE.
CANCELLATIONS RULES APPLY PER FARE COMPONENT.

YQ/YR SURCHARGE WILL NOT BE REFUNDABLE.

Conclusion:

Fare **B14PLU0B** has a **penalty of EUR35.00**. Fare **TFLYFR** is **non-refundable**, so **YQ** is also **non-refundable** or **this leg**.

Amount of non-refundable fare: NUC's 55.64 x ROE 0.844659 = EUR47.00 + EUR35.00 = EUR82.00

Amount of the non-refundable YQ: EUR16.00YQ

Therefore, **EUR385.00 – EUR82.00 = EUR303.00 + EUR46.00YQ + EUR11.44YP + EUR3.47PT+ EUR10.43QX + EUR1.13IZ + EUR4.52FR + EUR12.75FR = EUR392.74**

REFUND AMOUNT » EUR392.74

COMBINATION OF FARES (WITHOUT PENALTY + NON-REFUNDABLE)

Issuance: 15FEB18

Start of travel date: 23MAR18

LIS
 BCN TP 1050 J J 23MAR 0640 **J04TOP0A** 23MAR23MAR 2P
 LIS TP 1037 A A 25MAR 1740 **A04BSC0A** 25MAR25MAR 1P

 EUR 233.00 23MAR18LIS TP BCN**213.10**TP LIS**62.74**NUC
 275.84END ROE0.844659
 EUR 89.00YQ XT EUR 11.44YP EUR 14.70JD EUR 0.59OG EUR
 EUR 3.47PT 3.63QV EUR5.00XP
 EUR 30.36XT
 EUR 360.83

1st FARE COMPONENT

FDLISBCN23MAR14.T01OCT13/TP/2

in Galileo

FQDLISBCN/ATP/D23MAR18/IX,H,L/R,15FEB18/FF/CJ

in Amadeus

...

02 J04TOP0A 213.10 J - - - + - - - R

FN*19/16 in Galileo

FQN02*PE in Amadeus

...

PE. PENALTIES

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.

2nd FARE COMPONENT

FDLISBCN23MAR14.T01OCT13/TP/2

in Galileo

FQDLISBCN/ATP/D23MAR18/IX,H,L/R,15FEB18/FF/CA

in Amadeus

...

02 A04BSC0A 62.74 A NRF - - + - - - R

FN*8/16 in Galileo

FQ02*PE in Amadeus

...

PE. PENALTIES

CANCELLATIONS

ANY TIME

TICKET IS NON-REFUNDABLE.

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.

NOTE -

WAIVERS MUST BE EVIDENCED BY DEATH CERTIFICATE.

CANCELLATIONS RULES APPLY PER FARE COMPONENT.

YQ/YR SURCHARGE WILL NOT BE REFUNDABLE.

Conclusion:

Fare **J04TOP0A** has no penalty. Fare **A04BSC0A** is non-refundable, so YQ is also non-refundable on this leg.

Non-refundable Fare: NUC's 62.74 x ROE 0.844659 = EUR53.00

Non-refundable YQ: EUR33.00YQ

Therefore, **EUR233.00 – EUR53.00 = EUR180.00 + EUR56.00YQ + EUR11.44YP + EUR3.47PT + EUR14.70JD + EUR3.63QV + EUR0.59OG = EUR269.83**

REFUND AMOUNT » EUR269.83

TICKETS PARCIALLY FLOWN

The refund for non-used flight coupons on a partially flown ticket is only possible if Fare(s) issued permits refund.

Calculation:

1. Identify Fare applied on the ticket, bearing in mind fare combinations, in these cases each fare component is subject to fare conditions /rules per fare component.
2. Check fare applied, using both issuance and start of travel date and go to chapter 16 (if in Galileo) or Penalties chapter (if in Amadeus). In paragraph *Cancellations*, sub-paragraph *After Departure* or *Anytime*, you will find the penalty to apply in case of refund for cancelation or no-show.
Note:
 - a. If chapter 16 (Galileo) or Penalties (Amadeus) doesn't exist in the fare note, this means the fare has no penalty.
 - b. **Galileo** and **Amadeus** have a 1-year historical Fare Display.
3. If refund is permitted *After departure*, the construction of the ticket will have to be recalculated based on the trip actually made, using the date of issuance of the original ticket for the date of commencement of travel, with all the calculation rules inherent to the new situation.
4. Applicable fare is the OW / RT fare on the flown RBD, in the same Fare Family.
5. Taxes collected and not used are refundable, except stamp taxes, issuance fees and, if applicable the YQ rate in the case of a non-refundable fare after the start of the journey (After Departure) and any change fee (DU code) previously charged.
6. These calculations do not include the Refund Ticket Service Fee.

FARE WITH NO PENALTY

Issuance: 15FEB18 **Start of travel date:** 01NOV18

LIS
 BRU TP 616 Z Z 01NOV 0840 **Z11TOP0A** 2P
 LIS TP 613 Z Z 01DEC 1850 **Z11TOP0A** 2P

EUR 882.00 01NOV18LIS TP BRU**522.10**TP LIS**522.10**NUC
 1044.20END ROE0.844659
 EUR 112.00YQ XT EUR 11.44YP EUR 28.85BE eur5.00xp
 EUR 3.47PT
 EUR 45.29XT
 EUR 1042.76

Query:
- F/C 2 not used. What is the refund amount?

FDLISBRU01NOV13.T01OCT13/TP/2 in Galileo
FQDLISBRU/ATP/D01NOV18/IH,L/R,15FEB18/FF/CZ in Amadeus
 ...
02 Z11TOP0A 522.10 Z - - - + - - - R
 ...
FN*15/16 in Galileo
FQN02*PE in Amadeus
 ...
 PE.PENALTIES
 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:
Fare Z11TOP0A is refundable. So, the trip is transformed into a one-way based on the date of issuance of the ticket for the date of commencement of travel and in the same RBD:

FDLISBRU01NOV13.T01OCT13/TP-OW in Galileo
FQDLISBRU/ATP/D01NOV18/IO,L/R,15FEB18,NUC/FF/CZ in Amadeus
 ...
02 Z11TOP0A 522.10 Z - - - + - - - R
 ...

Non-used airport taxes are refundable and half of the YQ.

Applicable calculation shall be: LIS TP BRU 522.10NUC522.10END ROE0.844659 FARE- EUR441.00

Refundable taxes » EUR28.85BE + EUR56.00YQ = EUR84.85

Therefore, EUR882.00 – EUR441.00 = EUR441.00 + EUR84.85 = EUR525.85

REFUND AMOUNT » EUR525.85

FARE WITH NO PENALTY (PAYMENT MADE OUTSIDE COUNTRY OF COMMENCEMENT OF TRAVEL)

Issuance: 15FEB18

Start of travel date: 03AUG18

NAT
LIS TP 4 D D 03AUG 0015 DBRTTI0A 3P
NAT TP 3 D D 11AUG 1810 DBRTTI0A 3P

USD 5040.00 03AUG18NAT TP LIS2520.00TP NAT2520.00NUC
EUR 4088.00 5040.00END ROE1.000000
EUR 343.86YQ XT EUR 19.81YP EUR 23.71BR EUR20.00XP
EUR 8.15PT
EUR 63.52XT
EUR 4503.53 RATE USED 1USD = 0.810950

Query:

- F/C 2 not used. What is the refund amount?

FDNATLIS06OCT13.T01OCT13/TP/2

FQDNATLIS/ATP/D03AUG18/IH,L/R,15FEB18/FF/KC

in Galileo

in Amadeus

06 DBRTTI0A 2520.00 D - - - + - - - R

FN*2/16 in Galileo

FQN06*PE in Amadeus

PE.PENALTIES

Conclusão:

Fare DBRTTI0A is refundable. So, the trip is transformed into a *one-way* based on the date of issuance of the ticket for the date of commencement of travel and in the same RBD:

FDNATLIS06OCT13.T01OCT13/TP-OW

FQDNATLIS/ATP/D03AUG18/IO,L/R,15FEB18,NUC /FF/KC

in Galileo

in Amadeus

06 DBRTTI0A 2520.00 D - - - + - - - R

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.

NOTE:

- The conversion of the FARE to the currency of payment country (EQUIV) is made using the BSR used on the original ticket. If this is not on the original ticket, the principle of a Rule of three should be used.
- Non-used airport taxes are refundable.

New calculation to be used:

NAT TP LIS 2520.00NUC2520.00END ROE1.00 FARE USD2520.00

Equiv. EUR2044.00

Refundable taxes » EUR19.81YP + EUR8.15PT+ EUR171.93YQ = EUR199.89

Therefore, EUR4088.00 – EUR2044.00 = EUR2044.00 + EUR199.89 = EUR2243.89

REFUND AMOUNT » EUR2243.89

NON-REFUNDABLE FARE

Issuance: 15FEB18

Start of travel date: 01NOV18

LIS
LAD TP 289 M M 01NOV 2320 **MPTBSI0G** 01NOV01NOV 1P
LIS TP 288 M M 12NOV 0935 **MPTBSI0G** 12NOV12NOV 1P

EUR 2290.00 01NOV18LIS TP LAD**1355.57**TP LIS**1355.57**NUC
2711.14END ROE0.844659
EUR 240.00YQ XT EUR 19.81YP EUR 22.88AO EUR 8.92MB EUR20.00XP
EUR 8.15PT
EUR 71.61XT
EUR 2609.76

Query:

- F/C 2 not used. How much will the refund amount be?

FDLISLAD01NOV13.T03OCT13/TP/2

in Galileo
in Amadeus

...

02 MPTBSI0G 1355.57 M + - - + - - R

FN*5/16 em Galileo
FQN02*PE em Amadeus

...

PE.PENALTIES
CANCELLATIONS

AFTER DEPARTURE
TICKET IS NON-REFUNDABLE.

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.

NOTE -

WAIVERS MUST BE EVIDENCED BY DEATH
CERTIFICATE.

YQ/YR SURCHARGE WILL NOT BE REFUNDABLE.
CANCELLATIONS RULES APPLY PER FARE COMPONENT.

IN CASE OF TICKET UPGRADE THE ORIGINAL NON-
REFUNDABLE AMOUNT REMAINS NON-REFUNDABLE. 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.
- WHEN COMBINING FARES CHARGE THE SUM OF THE
CANCELLATION PENALTIES OF ALL CANCELLED FARE
COMPONENTS.

Conclusion:

Both fare and YQ, are non-refundable, because journey has started. Only non-used airport taxes are refundable.

Non-used airport taxes» EUR22.80AO + EUR8.92MB = EUR31.80

REFUND AMOUNT » EUR31.80

COMBINED FARES

Issuance: 15FEB18

Start of travel date: 02DEC18

LIS
 DKR TP 1487 B B 02DEC 0930 **BPTCLI0F** 02DEC02DEC 2P
 LIS TP 1486 J J 07DEC 1440 **JPTTTI0F** 07DEC07DEC 3P

EUR 1065.00 02DEC18LIS TP DKR**556.43**TP LIS**704.42**NUC
 1260.85END ROE0.844659

EUR 322.00YQ XT EUR 19.81YP EUR 54.00HP EUR 15.24ZE EUR
 EUR 8.15PT 3.05KQ EUR 9.15DF EUR 19.48VH EUR20.00XP
 EUR 140.73XT
 EUR 1535.88

Query:

- F/C 2 not used. How much will the refund amount be?

FDLISDKR02DEC13.T04OCT13/TP/2

in Galileo

FQDLISDKR/ATP/D02DEC18/IH,L/R,15FEB18/FF/CB

in Amadeus

...
04 BPTBSI0F 515.00 B + - - + - - R

...
FN*1/16 in Galileo
FQN04*PE in Amadeus

...

FDLISDKR02DEC13.T04OCT13/TP/2

in Galileo

FQDLISDKR/ATP/D02DEC18/IH,L/R,15FEB18/FF/CJ

in Amadeus

...
03 JPTTTI0F 704.42 J - - - + - - R

...
FN*7/16 in Galileo
FQN7*PE in Amadeus

...

PE. PENALTIES
CANCELLATIONS

AFTER DEPARTURE

TICKET IS NON-REFUNDABLE.

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.

NOTE -

WAIVERS MUST BE EVIDENCED BY DEATH
CERTIFICATE.

YQ/YR SURCHARGE WILL NOT BE REFUNDABLE.

CANCELLATIONS RULES APPLY PER FARE COMPONENT.

IN CASE OF TICKET UPGRADE THE ORIGINAL NON-
REFUNDABLE AMOUNT REMAINS NON-REFUNDABLE. 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.

PE. PENALTIES
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.**

COMBINED FARES

(continuation)

As the return fare is refundable, the return fare component is the valid one-way fare on the date of ticket issuance and the date of commencement of travel.

FDLISDKR02DEC13.T04OCT13/TP-OW:NUC in Galileo
 FQDLISDKR/ATP/D02DEC18/IO,L/R,15FEB18,NUC/FF/CJ in Amadeus

LN	FARE BASIS	OW	NUC	RT	B	PEN	DATES/DAYS	AP	MIN	MAX	R
01	JPTXIOF		526.83	J	+	-	-	+	+	-	- R
02DEC18**02DEC18/TP LISDSS/NSP;EH/;EXECUTIVE											
02	JPTXIOF		526.83	J	+	-	-	+	+	-	- R
02DEC18**02DEC18/TP LISDKR/NSP;EH/;TOPEXE											
03	JPTTTIOF		704.42	J	-	-	-	+	-	-	- R
02DEC18**02DEC18/TP LISDSS/NSP;EH/;TOPEXE											
04	JPTTTIOF		704.42	J	-	-	-	+	-	-	- R
>	PAGE 1/ 1										

The new calculation will be:

LIS TP DKR704.42NUC704.42END ROE0.844659

FARE EUR595.00

Refundable taxes » EUR182.00YQ+ EUR 54.00HP + EUR15.24ZE + EUR3.05KQ + EUR9.15DF + EUR19.48VH = EUR282.92

Therefore, EUR1065 – EUR470.00 (flown fare component) = EUR595.00 + EUR282.92 =EUR877.92

REFUND AMOUNT » EUR877.92

DEATH

- a) **Death of passenger**, mandatory presentation of a copy of death certificate.
- b) **Death of immediate family member**, mandatory presentation of a copy of death certificate and passenger's identification (also extended to accompanying passenger).

Immediate Family Members are: spouse, children (including adopted children), parents, brothers, sisters, grandparents, grandchildren, fathers-in-law, mothers-in-law, brothers-in-law, sisters-in-law, sons-in-law and daughters-in-law.

In **DEATH** cases, even in restrictive fares and being «Non-Refundable», TAP authorizes the refund.

1. **TOTAL** (fare, airport and fuel taxes) if ticket is **TOTALLY UNUSED**; or
2. **PARCIAL** (fare, airport and fuel taxes) if one of the fare components has not been totally used. If death occurs half way through one of the fare components, the Refunds Department should be contacted to inform the pro-rate amount for non-flown segment(s).

PARCIAL REFUND

Issuance: 15FEB18 in Portugal

Start of travel date: 07OCT18

SAO
XLIS TP 88 K K 07OCT 2140 KBRCLIOA 07OCT07OCT 2P
OPO TP 1938 K K 08OCT 1300 KBRCLIOA 08OCT08OCT 2P
XLIS TP 1959 K K 20OCT 2030 KBRCLIOA 20OCT20OCT 2P
SAO TP 87 K K 20OCT 2320 KBRCLIOA 20OCT20OCT 2P

USD 1038.00 07OCT18SAO TP X/LIS TP OPO519.00TP X/LIS
EUR 842.00 TP SAO519.00NUC1038.00END ROE1.000000
EUR 178.42YQ XT EUR 35.06YP EUR 27.12BR EUR20.00XP
EUR 15.09PT
EUR 82.18XT
EUR 1117.69
RATE USED 1USD=0.81095EUR

Query:

- Death occurred in Portugal, so F/Cs 3 & 4 were not used.

What is the refund amount?

Conclusion:

The 2nd fare component – **OPOLISSAO** – was not used, so the refund amount shall be:

$NUC519.00 \times ROE 1.00 = USD519.00 \times 0.81095 = \mathbf{EUR421.00}$

Non-used taxes» EUR15.09PT + EUR35.06YP + EUR89.21YQ

REFUND AMOUNT » EUR560.36

Note: The refund will be made using the same BSR that was applied when converting the Fare to the currency of payment on the original ticket. If this exchange rate is not mentioned on the ticket, the rule of three is used to obtain the rate of exchange.