

# A D V A N C E D   A I R



## Cancellations and Refunds

### A. Non-Refundable Fares:

(1) Combined Fares: When a ticket contains more than one fare basis, the most restrictive rules apply. (2) Changes: Non-refundable fares may be changed up to twenty (20) minutes prior to the scheduled departure time, subject to availability and any applicable fare difference. (3) Cancellations/Refunds: Refunds are not allowed. Non-refundable fares may be cancelled up to twenty (20) minutes prior to the scheduled departure time for a Credit for future travel on Advanced Air, LLC. See definitions for Credit restrictions. If reservation is not cancelled twenty (20) minutes prior to scheduled departure, all money and credits associated with the fare will be forfeited. (4) Following receipt of payment from a Passenger, Advanced Air, LLC will allow a reservation to be held at the quoted fare for twenty-four (24) hours, as long as the flight is 7 (seven) or more days prior to the scheduled departure date and time. If such reservation is canceled within twenty-four (24) hours of booking, Passenger will receive a full refund without assessment of a cancellation fee per the Department of Transportation's consumer rule "Enhancing Airline Passenger Protections" (14CFR 259.5(b)(4), 76 Fed. Reg. 23110, 23166, Apr. 25, 2011).

### B. Refundable Fares:

(1) Combined Fares: When a ticket contains more than one fare basis, the most restrictive rules apply. (2) Changes: Refundable fares may be changed at any time prior to scheduled departure, subject to availability and any applicable fare difference. (3) Cancellations/Refunds: Refundable fares may be cancelled up to twenty (20) minutes prior to the scheduled departure time and Passenger will receive a full refund. For Passengers who are eligible to receive a refund under this Section, refunds shall be made by Carrier to the original form of payment, except that when a portion of the trip has been made, the refund will be made in an amount equal to the applicable one-way fare (less any applicable discount) for the portion of the trip cancelled or not operated as scheduled by Carrier. If reservation is not cancelled twenty (20) minutes prior to scheduled departure, all money and credits associated with the fare will be forfeited. (4) Following receipt of payment from a Passenger, Advanced Air, LLC will allow a reservation to be held at the quoted fare for twenty-four (24) hours, as long as the flight is 7 (seven) or more days prior to the scheduled departure date and date. If such reservation is canceled within twenty-four (24) hours of booking, Passenger will receive a full refund without assessment of a cancellation fee per the Department of Transportation's consumer rule "Enhancing Airline Passenger Protections" (14CFR 259.5(b)(4), 76 Fed. Reg. 23110, 23166, Apr. 25, 2011).