

AW-394 GUIDELINES FOR INVOLS SCHGS/ FLIGHT CXL

Schedule Changes

If there is any involuntary schedule change with AWA, and the passenger accepts the new flight, agents can go ahead and reissue the ticket by including it in the ENDO BOX: INVOL SKCHG, **no waiver is needed.**

If passengers do not accept the airline protection, agents can protect the passenger as follows:

book on preferred flight time; on the same route, maintaining the same inventory.

If the same class of service is not available, please contact sales support at ressupport@flyafricaworld.com

Refunds Guidelines

If the passengers don't accept the new flight, agents may proceed with a full refund via GDS, **NO WAIVER is needed.** and input below in the ENDO BOX: **INV REF NO FLT#/DATE-CXL**

*****Please make sure to cancel all segments in the reservation to avoid NO-SHOW.*****

Name Correction

AWA does not support name corrections; All tickets must be issued with the correct name, otherwise, the ticket can be refunded at applicable charges, and a new ticket issued for the pax with the correct name.