flydubai Refund Procedure Update

Effective 5th September 2023, GDS agents must process the following Refund transactions through GDS for tickets issued on 141 document.

1)   **Standard/Normal Refund**

Agent must process auto refund as per the ticket fare rules through GDS.

2)   **Ticket Authorized by FZ**

Any tickets with waiver or authorization from FZ must be processed through GDS.
- If waiver is with penalty, make sure to collect the amount while processing the refund.
- Enter comments 'Approved by FZ'.
- No waiver code required.
- Non-refundable government taxes cannot be claimed.

3)   **Refund due to FZ Flight Disruption**

FZ tickets affected by flight disruption can be processed through GDS as per fz flight disruption policy.
- Cancel all active, UN/HX/UC/NO segments and process the Refund in full for the unutilized sectors.
- Enter comments 'INVOL refund due FZXXX/date XXLN'
- No waiver code required.

Please check the ticket fare rules for flight disruption policy.

4)   **Unutilized Taxes Refund Only**

All taxes are refundable for the unused sector except YR, YQ and any other non-refundable government taxes.

Agent can process this through GDS.

5)   **Tickets where Refund is not possible in GDS**

This can be due to system limitations, error, coupon of sequence used, incorrect taxes value on the reissued ticket, prorate values and others, please contact FZGDS team for further assistance to verify.
- Agent may be asked to raise a Refund Application thru BSP
- RA should state the reason for raising the RA including supporting documents and enter correct amount details being claimed.
- Processing will take minimum 1 month from date of application.
- Refund can be processed only after 45 days from issue date of the ticket.

6)   **Void/Refund not Captured in BSP and Reissues**

Status of these tickets are final hence Refund will not be possible in GDS. Please follow the procedure below:

➢ **Void ticket reported as Sale in BSP**

Agent to raise the error to their respective GDS/BSP.

Send the feedback to FZGDS team to verify. Once verified agent will be asked to raise RA in BSP.

RA will be authorized as per our processing timeframe.

➢ **Auto refund in GDS not reported in BSP**

Ask agent to raise the error to their respective GDS/BSP.

Send the feedback to FZGDS team to verify. Once verified agent will be asked to raise RA in BSP.

RA will be authorized as per our processing timeframe.

- ➤ **Additional refunds on voluntary auto refund reported in BSP** (e.g. less fare refunded or penalty applied, missed to claim taxes etc.)

Ticket must be in Refund status.

Contact FZ Sales team as authorization will be required.

Once approved by FZ, agent will be asked to raise RA in BSP.

RA will be authorized as per our processing timeframe.

- ➤ **Additional refunds on involuntary auto refund reported in BSP** (e.g. fare or taxes not claimed or penalty applied)

Ticket must be in Refund status.

If due to system failure, agent to raise the error to their respective GDS/BSP and send the feedback to FZGDS to verify.

Once feedback is received from the TA/GDS, agent to raise RA in BSP.

RA will be authorized as per our processing timeframe.

- ➤ **Refunds on voluntary auto reissue reported in BSP** (e.g. fare difference or penalty applied, extra taxes collected etc.)

Original Ticket must be in Exchange status.

Contact FZ Sales team as authorization will be required.

Once approved by FZ, ACM will be issued against the extra amount collected and only after 45 days of ticket issue date.

- ➤ **Refunds on involuntary auto reissue reported in BSP** (e.g. fare difference or penalty applied, extra taxes collected etc.)

Original Ticket must be in Exchange status.

If due to system failure, agent to raise the error to their respective GDS/BSP and send the feedback to FZGDS to verify.

Once verified, ACM will be issued against the extra amount collected and only after 45 days of ticket issue date.

NOTE:
- For requests to change coupon status to OPEN if applicable for Refund, please contact FZGDS@flydubai.com
- ADM will be raised for any incorrect amount collected.
- Processing of Refund Applications in BSP will take minimum 1 month from date of application.
- RA can be authorized only after 45 days from the ticket issue date.
- RA submitted with incorrect amount and details will be rejected.

Contact FZGDS Team @ FZGDS@flydubai.com if any further clarifications required.

Thank you, flydubai Team

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