

updated 13 JAN 2023.

APG main goal is to make Ticketing simple, and for that we offer one free change for all our tickets issued before 31DEC2023!

Book with confidence with APG Airlines - APG IET

This policy overrides all other refund policies for all tickets issued on GP stock and is applicable for BSP and ARC.

For GP tickets issued until 31st of December 2023:

- **Operated flights (Voluntary exchange/refund):**
  - 1 free change before departure is accepted (no penalty, ADC to be collected), just add **ONEFREECHANGE** in the endo box. From 2nd change fare rules apply.
  - Fare rules apply for refunds and no show.
  - A refund may be processed through GDS, as per our Refund policy within ticket validity.
- **Cancelled flights (Involuntary exchange/refund): if one of the flights scheduled on a 275 ticket is cancelled by the operating airline or with a schedule change higher than 3 hours:**
  - You may change the date for free (ADC to be collected) for a travel date within the validity of the ticket. You must send the request to [usa@apg-ga.us](mailto:usa@apg-ga.us) and include the full PNR history as proof of the cancelled flight or major schedule change, you'll be provided with a waiver code to process the reissuance. Change on route or changing the operating carrier is not permitted.
  - **Refund/ARC:** Refund requests must be sent to our team in writing accompanied by the full PNR history as proof of the cancelled flight or major schedule change. A waiver code must be requested and use it before the end of validity of the ticket.
- **Name Correction Policy:**
  1. Create a new booking with the correct name on the same RBD or higher if the same is not available.
  2. Issue the new ticket and validate it as GP-275, let us know the new ticket number.
  3. Once we receive the above, we'll provide a waiver code for you to refund the old ticket on your GDS with a penalty of 25.00USD.

This procedure might be changed without notice, depending on the policy of APG Airlines - APG IET.