



Version August 2023

Involuntary Refund requests for ARC Travel Agencies:

For Asky Airline (KP-032) flights cancelled or with a major schedule change (itinerary affected by 3 hours or more):

- Refunds can be processed directly on your GDS by including in the ENDO BOX: INV REF KP flt#/date-cxl.

If the affectation is less than 3 hours, refunds cannot be authorized therefore tickets must be reissued by the agent.

Involuntary Reissuance requests for ARC Travel Agencies:

The below applies to KP flights cancelled or bookings affected by a schedule change.

- First time Reissue, agents can reissue ticket on the flight given as a protection, or on the next available flight in the same day (same operating carrier, same class, and same route).
- In case no flights are available on same day, pax can choose a new flight +/- 3 days (same operating carrier, same class, and same route).
- Generic waiver in the Endo Box: INVOL CHANGE
- Reissuance must be done before departure date.

Name Correction Policy:

Modification authorized by adding a SSR message and send the screenshot of the SSR added to our team via email usa@apg-ga.us We will confirm with KP if SSR message is visible on their side.

Conditions:

- Last name up to 1 letter: SR KP LAST NAME CORRECTION TO (correct last name).
- First name up to 2 letters: SR KP FIRST NAME CORRECTION TO (correct first name).