



Revised August 2023.

Schedule Changes

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

If passengers do not accept the new date, agents can protect the passenger as follows: the first flight before or after, maintaining the same inventory, **no waiver is needed.**

If same class of service is not available, please contact sales support at neosair@apg-ga.us

Refunds Guidelines

If the passengers don't accept the new flight, agents may request a full refund, NO WAIVER is needed.

ENDO BOX: INV REF NO FLT#/DATE-CXL

Please make sure to cancel all segments in the reservation.