

August 17, 2023

## SKY AIRLINE POLICY FOR CHANGES AND/OR CANCELLATIONS

### INVOLUNTARY REISSUES DUE TO CARRIER SCHEDULE CHANGES OR CANCELLATIONS

#### Affected Passenger accepts Sky protection:

- The agency can reissue within same PNR without re quoting or adding segments.
- No waiver is needed, however must insert following in endorsement box: **INVOL SKCHG H2 or H8**.
- Upon accepting protection, any new change thereafter requested by passenger must proceed according to applicable fare rules.

#### Affected passenger requests protection for different flight/date:

- New Travel dates must be within ticket validity.
- **No waiver needed however endorsement box must reflect: INVOL SKCHG H2/H8**
- Agent must first eliminate the affected segment within the PNR & then add in preferred flight(s) (same route, same RBD, same fare family) and proceed to close reservation to complete process of reissue immediately.
- The Reissue must be processed by agency.
  - If same RBD is not available at time of booking, agency should forward email for assistance to [skyairline@apg-ga.us](mailto:skyairline@apg-ga.us) and include the requested flight information to protect the passenger (same route, same fare family). Once PNR is confirmed, agency accepts changes & proceeds with ticket reissue via your GDS.
- Upon accepting protection, any new change thereafter requested by passenger must proceed in accordance to applicable fare rules.

### INVOLUNTARY REFUNDS DUE TO CARRIER FLIGHT CHANGES OR SCHEDULE CHANGES

- Reservations must be cancelled prior to travel date to avoid ticket status automatic change to “suspended”.
- In the event ticket is suspended , please email [skyairline@apg-ga.us](mailto:skyairline@apg-ga.us) & request status change to “open”.
- Refunds can be processed within period of validity of ticket.
- **NO WAIVERS NEEDED** under the following circumstances:
  - Domestic flights: flights have been cancelled or delayed 1 hour or more.
  - International flights: flights have been cancelled or delayed/changes of 3 or more hours.

## VOLUNTARY CHANGES

- ONLY for cases for unused tickets: it is mandatory agent MUST create a new reservation and proceed with the reissue. Old booking must be cancelled.
- Fare rules/conditions must be applied.
- For reissues it is mandatory to maintain same fare family of original ticket
- Residual balance is not allowed for reissues.
- If there is a flown segment (tickets partially used), Agent must first eliminate the segment with the old travel date that passenger wants to modify within the PNR & then immediately add in the preferred flight (same route, same fare family) price it and save the changes and proceed immediately with the ticket reissuance.
  - **Important:** when fare quoting for changes, please note agent must not close out reservation when quoting changes or adding new segments in same record as this will cause error messaging in Sky airline system which may generate issues at passenger check in.

## VOLUNTARY REFUNDS

- Reservation must be cancelled prior to travel date to avoid ticket status change to “Suspended.”
- Fare rules/conditions must be applied.

## SPLIT OF A RESERVATION

- Once a Split has been processed, the system will not generate a new record but rather retain the original Sky reservation. While modifying the GDS reference.
- If the passenger is not travelling and requests a cancellation, the agency must process a split of the reservation and cancel the passenger that will not travel and will then be able to process refund of taxes.
- For changes within a record that has been split, the agent must first cancel the prior segments and book new segments and then proceed immediately to reissue. This will avoid the system to generate pending balance due that may affect passenger at check in.
- Maximum one (1) split is allowed. For more than one(1), a new reservation is required. Multiple changes within same PNR will generate due balance to appear.

## ADDITIONAL IMPORTANT NOTES FOR AGENCY

- Cancelled reservations (example: ticket time limit expired) cannot be reinstated. Agent must make new reservation.
- Ancillaries are available only via Sky airline webpage and purchase is not possible via GDS.
- Ancillaries are refundable only when flight is cancelled by Sky Airline, otherwise are not refundable.
- Passengers can use the return segment if they are ‘no show’ for outbound segment.
- Request for tax refunds for non-flown segments can be requested, however only after use of all segments is completed.
- Cancelled reservations (example: due to ticket time limits, voided ticket, Etc.) cannot be reinstated. A new reservation must be created.