



Version August 2023

Involuntary Refund requests for ARC Travel Agencies:

For Air Tanzania (TC-197) flights cancelled or with a major schedule change (itinerary affected by 3 hours or more):

- Send a screenshot showing the UN/HX/UC segments.
- Send the display of tickets.

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 TC flights cancelled or bookings affected by a schedule change.

- If the airline protects your passenger on an alternative flight and this protection is accepted, you can go ahead and reissue the ticket.
- If you'd like to protect your passenger on a different flight; the new travel date must be within the ticket validity (same operating carrier, same class, and same route)
- Generic waiver in the Endo Box: INV CHG flight number/flight date.
- Reissuance must be done before departure date.

Name Correction Policy:

- Up to 3 letters, Travel agent to add remarks in the PNR as a SSR message and send the screenshot to our team via email usa@apg-ga.us for us to confirm it is visible on the TC side.
- More than 3 letters, if the same RBD is available, make a new booking and issue a new ticket (same operating carrier, same class, and same route). Once the new ticket is issued, send an email with the display of both tickets, the one with the wrong name and the one with the correct name and also attach the passenger's passport. Our team will get back to you with a waiver code for you to refund the ticket with the wrong name.