

Procedures for cancelled flights (un)

Last updated on: 17 Jun 2020

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See conditions below

- **New travel date:**
 - For fully unused tickets or partially used tickets
 - change of travel date allowed within ticket validity
- **Same route - Waive of change fee (DU tax waive) and no fare difference to be collected:**
 - Rebook on same cabin
 - Rebook on same RBD or lowest available
 - No new fare calculation applies. Keep the same fare construction on the new ticket.
 - Change at no cost, i.e no change fee (DU tax) nor fare difference to be collected.
- **Endorsements:** CV19TP
- **Change of route and/or tickets with interline or Code-share flights:**
 - check conditions with your [Agency Help Desk](#)
- **Associated services EMDs can be used in the new reservation.**
- **Refunds:** check the conditions for irregularity refunds [HERE](#).

Authorized refunds and voluntary refunds

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Covid-19

In the current context the request for voluntary and / or involuntary ticket refunds can only be made via BSPLINK. TAP warns that the process can take longer than usual.processed.

Refund of Electronic Tickets is authorized according to Fare Rules.

With the exception of EMD for UMN service (if canceled prior to check-in closure), cancellation or scheduled change of more than 5 hours (UN or TK status), EMDs are non-refundable. However, all EMDs may be reused for the same service within one (1) year from the date of issue.

Refunds in case of irregularity

In accordance with the General Conditions of Carriage and [European Regulation EC 261/2004](#), total or partial refunds in case of irregularity are only allowed in the following cases:

- Ticket 047 - TAP operating carrier or other Airline - duly substantiated cancellations and / or schedule changes (e.g. delays).
 - **Schedule change up to 5 hours** – Refund according fare rules.
 - **Schedule change of 5 hours** or more- full refund
 - **Cancellation and / or delay in which the alternative given by the company causes a delayed arrival of more than 5 hours** - Refund directly in the GDS and without penalty.
 - in case of cancellation of another airline's flight or TP marketing flight. You must first contact TAP for authorization.
 - **Delay that results in misconnection and/or an overnight stay** – Please contact our Help Desk

In case of "UN" or "TK due to flight renumbering, fare rules apply.

If the cancellation or delay refers to a flight operated by another Airline, it is mandatory to send TAP the copy of the Refund Notice, ticket and copy of the change in the reservation, during the month of the refund processing, by email to our Help Desk, with the keyword WAIVE in the subject of the email.

On a commercial flexible basis, some refunds will be allowed as described below. Cases not covered by these exceptions will be dealt according to the rules, therefore they should always be checked and transmitted to customers!

Direct refunds authorized with a fee of EUR30 (CANX FEE)

- Death of passenger or family member* (must present a death certificate / certificate of kinship)..

It is mandatory to send TAP the copy of the Refund Notice, ticket and copy of certificates, during the month of the refund processing, by email to our Help Desk, with the keyword WAIVE in the subject of the email.

*Family members including:

- Spouse/common law

- Children - natural or adopted
- Parents
- Stepmothers/Stepfathers
- Siblings
- Grandparents
- In laws
- Brothers/sisters in law
- Sons/daughters in law

Voluntary Refunds

We prepared a quick reference to help you through the process of calculation of a voluntary refund. [Download it here](#) for your convenience.

Amadeus GDS users can process TAP's voluntary ticket refunds through [Amadeus ATC Refund](#), a fully automated refund calculation tool. By eliminating the risk of errors and consequently the number of ADMs, in two steps the tool calculates the values of fare and taxes to be refunded, as well as verifies any penalties.

Note

- According to IATA Manual - Passenger Air Tariff (PAT), Taxes US/ZP and XF are non-refundable on non-refundable tickets.
- In the case of tickets whose refund chapter has a "before departure" penalty, the fees are refundable. On the same ticket type in case of "after departure", these taxes are non-refundable.
- TAP **collects a service fee (cancellation penalty CP) of Eur30.00 on Full Refunds** of all fares (except on fully refundable fares* if requested on GDS within **24 hours after issuance (value eff. 29JAN20)**.
This 24h rule only applies to tickets; cancellations of EMD's alone follow the applicable rules (most are non ref).
Only one fee is applied to a ticket and its associated EMDs.
- **The 24-hour refund rule only applies to tickets where the passenger has not been No-show!**

*Brand PLUS fares in the RBDs Y- / B- / M- / S- are fully refundable.