



AIR BOTSWANA

Going your way

REFUND POLICY & PROCEDURES

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AIR BOTSWANA REFUND POLICY

1. GENERAL INFORMATION

- 1.1 This revised policy replaces the October 2009 Air Botswana Refund Policy and shall effect on 1st October 2018.
- 1.2 A refund of an Air ticket is the cancellation of a business, either by a passenger being a no-show, a flight being cancelled or delayed or unforeseen circumstances preventing a passenger to travel and is only to be processed by the airline that issued the original document. Only the original issuing Airline should refund a ticket, as the value of a document is frequently unrecognizable or illegible due to coupon information that includes high provision payments. In most cases the issuing airline is the only one able to decide the actual value of these documents.
- 1.3 Any ticket or unused portion thereof will be refunded in accordance with the applicable fare rules or tariffs.
- 1.4 A Refund means the repayment to the purchaser of all or a portion of a fare, rate or charge for unused carriage of service and will only be paid back in the original form of payment as follows:
 - 1.4.1 Cash/Electronic Funds Transfer (EFT) - in this case a cheque/EFT will be issued to the sponsor.
 - 1.4.2 Cheque - verify that the cheque has been cleared with the bank before a refund is processed.
 - 1.4.3 Credit card- Payment shall be made only to the Credit Card Holder. Tickets paid for by credit card should never be refunded in cash/cheque/EFT unless passenger can proof that the card account has been closed.

- 1.4.4 Credit note where an invoice was issued.
- 1.4.5 Ticket issued by an Agent shall only be refunded through the relevant Billing and Settlement Plan (BSP).
- 1.4.6 Tickets issued by an Air Botswana office shall be refunded by Air Botswana Head Office.
- 1.4.7 Tickets issued by an Air Botswana GSA – (General Sales Agent) shall be refunded by the relevant GSA.
- 1.5 An airline may effect the refund directly to the passenger or purchaser even when a travel agent has issued the ticket. The commission should be claimed back from the agent via an ADM (Agent Debit Memo).

2. TYPES OF REFUNDS:

2.1. INVOLUNTARY REFUND:

2.1.1 This means a refund of an unused ticket or portion thereof or an unused Miscellaneous Charges Order (MCO) or an Electronic Multipurpose Document (EMD) where carriage is refused because of and not limited to:

- a) Flight cancellation
- b) Flight schedule change
- c) Over or under carriage
- d) Offloading
- e) Misconnection due to airlines fault
- f) Safety or legal reasons
- g) Condition or conduct of passenger

2.1.2 Notwithstanding the above, Conditions of Contract, Article 9 of the Warsaw Convention, which was signed on 12 October 1929 shall apply: "Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetable or elsewhere are not guaranteed and form no part of this contract. Carrier may without notice substitute alternate carriers or aircraft, and may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without notice. Carrier assumes no responsibility for making connections."

2.1.3 If no portion of the ticket has been used, an amount equivalent to the fare paid will be refunded with no charges/ administration fees deducted.

2.1.4 If a portion of the ticket has been used, the prorated value of the unused portion will be refunded. (The refund will not be less than the difference between the fare paid and the applicable fare for travel between the points for which the ticket has been used).

2.2 **VOLUNTARY REFUNDS:**

2.2.1 If a passenger is entitled to a refund of the unused ticket for reasons other than set out in par 2.1. Voluntary refunds will be computed as follows:

- i. If no portion of the ticket has been used refund will be the full amount of the fare paid, less any applicable service charge or cancellation fees in accordance with the fare rules or tariffs.
- ii. If a portion of a ticket has been used, refunds will be assessed as follows:
 - a) The amount to be refunded will be equal to the difference between the fare paid and the applicable OW (one way) fare for travel between the points for which the ticket has been used, less any service charges or cancellation fees.
 - b) The amount to be refunded will be assessed in the currency of the country of commencement of transportation.
 - c) The fare for the travel undertaken will be assessed using the fare(s) applicable at the time of commencement of transportation and the IATA rate of exchange applicable at the time of original transaction.
 - d) When original payment has been made in a currency other than the currency of the country of commencement of transportation, refunds in the same currency as originally tendered will be made at the exchange rate used for the original payment.

2.3 REFUND IN CASES OF DEATH

- 2.3.1 When a passenger dies or is prevented from initiating or continuing or terminating travel by reason of death in the immediate family which according to the Passenger Air Tariffs General Rules 9.3.4.1. is: spouse, children (including adopted children), parents, brothers, sisters, grandparents, grandchildren, fathers and mothers in law, brothers and sisters in law, sons and daughters in law. (Proof of relation will be required)
- 2.3.2 In case of death before commencement of travel, a full refund of the fare shall be paid.
- 2.3.3 In case of death after commencement of travel, the prorate value of the unused portion of the ticket will be refunded or apply standard refund procedures as stated in 2.1 or 2.2.
- 2.3.4 Death certificate shall be required as proof of death. Death certificate means a death certificate or copy thereof duly executed by the competent authorities those designated to issue death certificate by the applicable laws of the country concerned, in the country in which death occurred. The death certificate or copy thereof shall remain on file for a period of not less than two (2) years.

2.4. LOST TICKETS (FOI) FORM OF INDEMNITY

- 2.4.1 Air Botswana offices will only replace lost documents e.g. MCOs, Excess Baggage Tickets etc, if issuing carrier of the lost document is BP – 636, irrespective of whether the document is good for carriage or honouring by another designated airline.
- 2.4.2 Lost documents will be replaced by Air Botswana offices or their appointed GSA only. Travel Agents should refer passengers claiming for replacement of a lost document to an Air Botswana office.
- 2.4.3 Requirements when applying for replacement of a lost document:

- a) Application must be made on a Form of Indemnity as prescribed by Air Botswana.
- b) A police report is mandatory and shall be attached to the Form of Indemnity.

NB : The applicant should have made an oath before the Commissioner of Oaths (at the Police Station) in order for the application to be processed.

- c) A service charge of **BWP400.00 plus VAT** or equivalent, will be charged per passenger for handling a request for lost document.
- d) Applications for replacement of a lost document shall only be made through the respective selling office. **Under no circumstances will such application be considered at the airports because of insufficient time to conclude investigations before commencement of travel.** In order to continue the journey, passenger shall be requested to pay for new transportation documents.
- e) Application for refunds for lost tickets/traffic documents may be made to Air Botswana upon receipt of the completed Form of Indemnity and police report. Refunds for lost documents shall be subject to the service charges as specified above.
- f) Air Botswana will not refund lost tickets less than six (6) months after the date of application for refund. Air Botswana reserves the right to reject an application for refund, if insufficient information or no satisfactory proof of loss is available.
- g) For new tickets purchased on departure, Air Botswana will reimburse the old ticket purchased less the applicable form of indemnity fee after an investigation. Air Botswana will not refund the old ticket purchased less than six (6) months after the date of the application of the refund.

- h) If Air Botswana or their authorized agents loses the ticket or a portion of it, the loss shall be the responsibility of Air Botswana.

2.5 TAX REFUND

2.5.1 Government and/or Airport Authority Taxes

(Referred to as Official Tax in the document) These are included in the price of a ticket and are levied by airport operators, governments, or other authorities. Below are the examples of the Official Taxes;

a) Botswana

BW /DEPARTURE TAX

CW /VALUE ADDED TAX – DOMESTIC

b) South Africa

EV /PASSENGER SAFETY CHARGE

UM /PASSENGER SERVICES AND SECURITY CHARGE

WC /AIR PASSENGER TAX

ZA /PASSENGER SERVICE TAX

ZV /VALUE ADDED TAX

c) Zimbabwe

CB /PASSENGER SERVICE CHARGE

XI /AVIATION INFRASTRUCTURAL DEV FUND LEVY FEE

ZW /SALES TAX

d) Zambia

JI /AIR PASSENGER SERVICE CHARGE

QJ /SECURITY CHARGE

RM /AVIATION INFRASTRUCTURE AND DEVELOPMENT CHARGE

2.5.2 Carrier-Imposed Taxes/Fees/Charges

All non-official taxes/fees/charges imposed by carriers. This includes fuel and Insurance Surcharges (YQ/YR).

2.5.3 Air Botswana shall refund taxes according to the table below;

ALL SECTORS	FREE TICKETS AD/ID	FREE TICKETS LOYALTY	BARGAIN	SEMI-FLEX	FLEX
RBDs within Brand	Q-Fares	U-Fares	X-/N-/S-/V-/M-Fares	T-/L-/K-/H-Fares	B-/Y-Fares
BEFORE DEPARTURE					
Official Tax Refund Permitted	YES	YES	YES	YES	YES
Carrier Imposed Tax/Fees/Charges Refund Permitted	YES	YES	NO	YES	YES
AFTER DEPARTURE					
Official Tax Refund Permitted	YES	YES	YES	YES	YES
Carrier Imposed Tax/Fees/Charges Refund Permitted	YES	YES	NO	YES	YES

2.6 REFUSAL TO REFUND A TICKET

2.6.1 Air Botswana may refuse a refund on a ticket which has been presented to us or to Government officials as evidence of intension to depart from the country, unless you establish to our satisfaction that you have permission to remain in the country or that you will depart from the country by another means of transport.

2.6.2 If a ticket is used out of sequence any remaining unused coupons are not refundable.

NB. A refund will be refused when a refund application is made for a ticket which is no longer valid.

2.7 WAIVING OF FEES/CHARGES

2.7.1 Air Botswana will charge an admin fee of **BWP400.00 plus VAT** on all refunds for Domestic, Regional and International flights. No fees or charges will be waived for Hospital admission letters, Doctors letters or normal sick letters. No exception will be made as passengers should be encouraged to take travel/medical insurance.

2.8 PENALTIES

2.8.1 Cancellations, no-shows, changes and penalty charges will be in accordance with the fare rules.

3. AIR BOTSWANA REFUND PROCEDURES

3.1 REFUND - AIR BOTSWANA TICKET OFFICE SALES

3.1.1 Upon receipt of a ticket to be refunded, Agents should complete a refund application form with proper contact and bank details.

3.1.2 Agents should make sure that the ticket is refundable before submitting the documents to the refunds section.

3.1.3 When receiving an E-Ticket (electronic ticket) refund request, the status should be changed to “REFUNDED” in system and proof should be attached to the application form before being submitted to refunds section.

3.1.4 Refunds Section will process the unused tickets in accordance with paragraph 2.1 or 2.2 of the policy.

3.1.5 Refunds Section will capture each ticket on their system.

- 3.1.6 Refunds Section will calculate the amount to be refunded according to the fare rules plus all relevant taxes less the applicable penalties/charges/admin fees and attach all copies of relevant documentation.
- 3.1.7 The completed refund with all necessary documents attached will then be forwarded to the Sales Audit Section Accountant, who will verify the coupons to be refunded in the Revenue Accounting system.
- 3.1.8 Once the refund is recommended, the Sales Audit Section Accountant then forwards the documents to the Revenue Accountant for approval.
- 3.1.9 Once approved the refund will be paid back in its original form of payment.

3.2 BSP REFUNDS

- 3.2.1 Agents will submit their refunds directly to BSPLink.
- 3.2.2 An admin fee of **BWP400.00 plus VAT** will be charged for all refunds submitted to BP and through BSPLink. No waiver of this fee will be authorized.
- 3.2.3 The standard refund rules as stated in paragraph 2.1 or 2.2 shall be applied.
- 3.2.4 Refunds submitted directly to BSPLink by the agents, shall be audited and authorized by Air Botswana Sales Audit through BSPLink.
- 3.2.5 Refunds Section shall calculate the amount to be refunded according to the fare rules plus all relevant taxes less the applicable penalties/charges/admin fees and attach all relevant documentation.
- 3.2.6 Refunded coupons will be downloaded into the Revenue Accounting System via H.O.T's (Hand off tapes)

3.3 GSA'S TICKET REFUNDS

- 3.3.1 Upon receipt of a refund request, the GSA should complete a refund application form, attach all relevant documentation.
- 3.3.2 GSA to ensure that the ticket is refundable according to the fare rules and that the correct penalties, admin fees etc have been deducted. All tickets refunded are to be reported on a separate sheet (Refund Report on TSR) in month of refund application. GSA will ensure that the correct commission is also deducted on this report and submitted with the normal Ticket Sales Return.
- 3.3.5 For penalties refer to the relevant fare rule and for admin fees refer to Paragraph 2.7.

3.4 ONLINE TICKET REFUND

- 3.4.1 Refunds for all tickets sold on internet shall be processed at Air Botswana Head Office and refund applications shall be processed via the internet link provided on the website. The refund rules detailed under paragraph 2.1 to 2.2 will also apply to refunds for tickets sold on internet.
- 3.4.2 For penalties refer to the relevant fare rules and for admin fees refer to Paragraph 2.7.

4. TURN-AROUND TIME OF REFUNDS

- 4.1 The maximum waiting period on all refunds will be 1 month, except for lost tickets (see section 2.4) from the date that the passenger completed the claim form at the respective Air Botswana office. Refunds received will be recorded on a daily basis, therefore it is very important to use the correct, legible date stamp or validator on receipt of a ticket to be refunded.