

AIR BOTSWANA REFUND POLICY - PASSENGERS

At Air Botswana, we strive to provide a seamless travel experience for our valued passengers. We understand that plans may change, and we have outlined our refund policy below to cater and assist you.

1. Refund Eligibility

Understanding the terms and conditions associated with the ticket at the time of purchase is crucial.

Refund eligibility depends on the fare type purchased:

- **Refundable Tickets (Flexible and Semi-Flexible fare types)**
Eligible for a Full Refund in case of Flexible fare type, less administrative fee of BWP500.00 + VAT. Where a passenger has a NOSHOW on one of the flight coupons, a NOSHOW Fee of BWP600.00 + VAT will apply. In case of Semi-flexible tickets or partially flown tickets, refund will be based on the fare rules.
- **Non-Refundable Tickets (Bargain & Bargain Plus fare types)**
These types of tickets are not eligible for refund but may qualify for future travel date, within the ticket validity period, subject to fare conditions. However, to be able to use the ticket for use later, ticket must be updated to a new date at least 24 hours prior to the initial flight booked. If the itinerary is cancelled at least 24 hours prior to the initial flight booked, a refund of the unused airport taxes is possible, as per the fare conditions.
- **Promotional or Discounted Fares**
May have special restrictions; please refer to fare conditions at time of booking.

2. Refund Request Process

Our valued passengers can request refunds through the following channels (Customer Service Teams). The request should be accompanied with the ticket number/s for swift attention and action:

- Tickets purchased via the website or mobile app:
e-booking@airbotswana.co.bw
- Tickets purchased via the following Air Botswana Sales offices:
ticketing@airbotswana.co.bw (CBD office)
Airportticketing@airbotswana.co.bw (SSKIA Ticketing Office)
mubsales@airbotswana.co.bw (Maun Sales Office)
bbksales@airbotswana.co.bw (Kasane Sales Office)
frwsales@airbotswana.co.bw (Francistown Sales Office)
frwticketing@airbotswana.co.bw (Francistown Sales Office)
frwsales2@airbotswana.co.bw (Francistown Sales Office)

jnbsales@airbotswana.co.bw (Johannesburg Sales Office)

- Tickets purchased through authorized travel agents must be directed to the same.

3. Refund Processing time

- Credit/Debit Card payments:
Refunds will be processed within 7-14 business days.
- Bank Transfers/Cash payments:
Refunds may take up to 21 business days.
- Third-party Bookings:
If booked via a Travel Agency, passengers must request refunds directly from the agency.

4. Involuntary Refunds

Passengers are entitled to a Full Refund in case of:

- Flight cancellations by the airline.
- Schedule changes exceeding **30mins** if the new schedule is unacceptable.
- Denied boarding due to overspill/overbooking.

5. Voluntary Refunds

For cancellations initiated by the passenger:

- Refunds (if applicable) will be subject to cancellation fees as per the fare rule.
- **Some tickets may qualify for future travel credits instead of cash refunds.**

6. No-Show, Incorrect Passenger Names/incorrect passenger name sequence on tickets & Partially Used tickets

- No-shows are generally non-refundable.
- Refund on tickets with incorrect Passenger Names/incorrect passenger name sequence on tickets will be as per the fare conditions.
- Some partially Used tickets may qualify for a refund on unused segments, less applicable fees.

7. Government & Force Majeure Refunds

In case of Visa denials if holding a return ticket, i.e., visa on arrival, medical emergencies, or force majeure (e.g., natural disasters, pandemics), refunds may be granted upon submission of supporting documents.

8. Special Cases & Assistance

For refunds due to bereavement, military orders, or other special cases, please contact our Customer Service team for further assistance.

9. Contact Us

For further inquiries, please reach out to the following airline Customer Support Teams:

e-booking@airbotswana.co.bw (For online/e-commerce generated bookings)
ticketing@airbotswana.co.bw (CBD office)
Airportticketing@airbotswana.co.bw (SSKIA Ticketing Office)
mubsales@airbotswana.co.bw (Maun Sales Office)
bbksales@airbotswana.co.bw (Kasane Sales Office)
frwsales@airbotswana.co.bw (Francistown Sales Office)
frwticketing@airbotswana.co.bw (Francistown Sales Office)
frwsales2@airbotswana.co.bw (Francistown Sales Office)
jnbsales@airbotswana.co.bw (Johannesburg Sales Office)

This policy is subject to change. Please review the latest terms and conditions before booking.

AIR BOTSWANA REFUND POLICY – TRAVEL AGENTS

Involuntary Refund Policy & Procedures for Travel Agents

At Air Botswana, we strive to minimize disruptions; however, in cases where passengers are affected by flight cancellations, schedule changes, or other involuntary situations beyond the airline control, we provide refunds based on the following procedures:

A. Eligibility for Involuntary Refunds

An involuntary refund applies when a passenger is unable to travel due to reasons directly caused by Air Botswana, including:

- Flight cancellations
The airline cancels the flight, and no suitable alternative is available.
- Significant Schedule changes
The airline changes the schedule by more than 30mins, and the new schedule is unacceptable to the passenger.
- Denied Boarding
Passenger is denied boarding due to overspill or operational reasons.
- Route Disruptions
Flight is rerouted, and the passenger is unable to accept the new itinerary.
- Government or Regulatory Restrictions
Travel bans, airport closures, or legal restrictions preventing flight operations.

B. Involuntary Refund Request Process

If the airline cancels a flight without an alternative option **OR** if the passenger prefers a refund over an alternative flight option, the Travel Agent must request authority (with a Waiver Code) to submit ticket for involuntary full refund via the airline authorized Billing and Settlement channel. Requests for Authority/Waiver Code/s should be sourced from the following two email addresses:

- ✓ involuntaryrefundwaivers@airbotswana.co.bw (create group email to include the following personnel:
Mogolo Mokgosi
Ishmael Legotse
Hlelani Zondo
Bogadi Ramakgwathi
Khumo Ndlovu