

Air Adelphi Cancellation and Change Penalty Policy Effective 1st June 2023

SHARED CHARTER FLIGHTS CANCELLATION			SHARED CHARTER FLIGHTS CHANGE	
Same day/ 1 day prior to flight	2-3 days prior to flight	4 days & above prior to flight	0-3 days prior to flight	4 days & above prior to flight
○ US\$200.00 penalty per person	○ US\$150 penalty per person	○ US\$100 penalty per person.	○ US\$100 change penalty per person	○ US\$50 change penalty per person
DOMESTIC FLIGHTS CANCELLATION			DOMESTIC FLIGHTS CHANGE	
Same Day/ 1 day prior to flight	2 days & above prior to flight	Same day / 1 day prior to flight	2 days & above prior to flight	
○ 100% cancellation penalty	○ US\$10.00 cancellation penalty.	○ US\$20 change penalty per person	○ US\$10 change penalty per person	
○ Tickets are non-refundable				
○ Changes/Cancellations within a period of 24 hours of the original booking will not incur penalty.				
○ Any reservation for no-show passengers is deemed cancelled/void and is non-refundable				
○ Shared Charter Flights - Unused value of ticket is held as a credit for a period of 1 year from cancellation date.				
○ Domestic Flights - Unused value of ticket is held as a credit for a period of 2 months from date of booking.				

TWIN OTTER PRIVATE CHARTER				
CANCELLATION			CHANGE	
Same day	2-3 days prior to flight	4 days & above prior to flight	0-3 days prior to flight	4 days & above prior to flight
100% cancellation penalty	50% cancellation penalty	US\$300 penalty per sector. Balance of initial charter rate is held as a credit for a period of 1 year from cancellation date.	US\$300 change penalty per sector	US\$150 change penalty per sector
Charter tickets are non-refundable				
Changes/Cancellations within a period of 24 hours of the original booking will not incur penalty.				
Any reservation for no-show passengers is deemed cancelled/void and is non-refundable				