

REFUND REGULATIONS



NOTE:- Read the fare rules prior to submitting tickets for refund. TK will issue ADM's if incorrect procedures are followed.

In the event of NON-REF tickets, the unused taxes can be refunded, **EXCEPT for YR & YQ taxes.**

Refunds for unused or partially used tickets must be done via the GDS system.

Unless specified by TK sales office, in the event where TK receive refunds on BSPlink, it will be rejected.

TK respectfully request that, in order to reduce e-mail traffic & to be able to provide high service levels, our local offices are not requested to assist with refund calculations.

Please contact your ticketing department/GDS help desk directly.

When submitting a refund via the BSPlink, please note that TK will charge R420 + VAT.

Contact TK sales office if refund rules are not clear.

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In the event of death of a passenger or immediate family member, please contact TK Sales Office prior to cancelling flights and submitting ticket(s) for a refund.

It is requested to also submit death certificate; passport copy of passenger/family members, as well as related documents – as proof of family relationship.