


You are able to see the fare rules for the ticket online, within the booking. I have provided steps on how to find out this information:

Please note the below step by step guide is an example only and not based on your booking

1. Go into the booking in question online.
2. By the flight's details, you will see a button that shows as rules -  Rules  
If you have different booking classes you will have to check the rules on each flight  
You can see the booking classes within the flight details like below:  
[Club Europe \[R\]](#)  
[Club Europe \[I\]](#)
3. Once you have clicked on the rules button a pop-up box will appear. Please click on the cancellation / Refunds and from here you will be able to see the cancellation rules.  
The most restrictive cancellation rule will apply.  
The below cancellation fee is per person.  
The below fee is per direction – This means the charge is £300.00 for the outbound and £300.00 for the inbound.

How to work out how much you are due back:

**If the fare rules show as non-refundable (No refund)**

This means you will not get back the fare paid or the YQ/YR tax on the ticket.

To work out what taxes are refundable, I have attached the above spreadsheet, you will need to filter out the destination your clients are travelling to/from. Once you have done this you will see the two-letter tax code applicable for that destination and if the taxes are refundable or non-refundable.

To see the taxes paid on the booking. please click on the I icon next to Taxes, Fees & Carrier Charges

| Passenger    | Total Net Fare(s) |
|--------------|-------------------|
| 1 Adult      | £2,440.00         |
| <b>Total</b> | <b>£2,440.00</b>  |

| Tax Code  | Adult          |
|-----------|----------------|
| GB        | £176.00        |
| UB        | £40.87         |
| AY        | £4.70          |
| XF        | £3.80          |
| XA        | £3.30          |
| <b>YQ</b> | <b>£400.00</b> |
| XY        | £5.90          |
| YC        | £5.00          |
| US        | £32.00         |

**If the fare rules show a cancellation fee**

The cancellation fee will be taken away from your fare and YQ/YR tax. As this is what has been paid to the airline.

In the below example it would be £2440.00pp Fare + £400.00pp YQ tax - £600.00pp airline cancellation fee = £2240.00pp due back.

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