



We would like to take this opportunity to inform you about the guidelines for raising a Full Refund Request due to 'NOVEL CORONOVIRUS/COVID-19':

- Full Refund Request would be entertained when the airline that operates the flight has cancelled the flight
- Refund clauses will be applicable according to the policies of the respective Country and the Carrier
- In any other case of cancellation, normal cancellation fees would be applicable.

In case of any additional information/clarification, please feel free to reach out to us.

Thanks and Regards,
TBO Air Team