

## Flight cancellation refund: what does it cover?

If your flight has been canceled by the airline, you are entitled to a refund for a trip that did not take place. However, you should remember that **the refund only applies to services that you have not received**. Therefore, the final refund amount paid by the airline may differ from the total amount paid for the booking. What exactly does a refund for a canceled flight include?

### What does the amount of the refund include?

Most often, the amount of the refund includes:

- the cost of airline ticket(s) and airport fees,
- the cost of additional services provided by the airline, including, but not limited to, luggage, priority boarding, and seat reservation.

Please note that **each airline has its own return policy**, which means that the list of refundable items varies depending on with which airlines you have booked your flight. **Each refund application** is considered individually, **at the sole discretion of the airline**, regardless of whether your ticket was purchased via eSky or directly from the airline.

You should remember that by purchasing a ticket on eSky, **you accept the airline's return policy** and its conditions.

### What is not included in the amount of the refund?

Usually, the refund amount does not include:

- service fee,
- Service Package,
- online check-in - if the flight was canceled, but the check-in had been performed,
- other additional services purchased on eSky that have been performed or for other reasons are not refundable (AirHelp +).

Additionally, airlines **may not refund money for a flight booking modification**, e.g. changing the date or destination as well as for changing passenger's personal information.

### Split refund

You can receive a refund for your flight ticket from the airline in separate payments. Sometimes airlines **reimburse the amount having divided it for each passenger**. In addition, airlines can thus refund **bookings that also include additional travel services**, such as purchased luggage, seat reservation, etc. Then the refund is in several payments, separately for the ticket itself and for other services purchased from the airline.

### When can you receive a lower refund amount?

If your refund amount is lower than your total booking amount, this could mean that:

- your booking partly consists of services that have been performed and are not refundable,
- your booking includes additional airline's services which are non-refundable in accordance with its policy and terms & conditions,

- your booking includes additional services, whose return is considered by the airline separately, therefore the funds will be returned in several payments,
- your booking consists of tickets for several passengers and the airline pays back the funds separately for each passenger,
- only part of your booking has been canceled (if there were separate tickets for the flights).

## When will you receive a refund?

Both in what form and when you will get the refund **depends solely on the airline**, also if you purchased your tickets via eSky. Due to the unprecedented number of canceled flights, which results from the COVID-19 pandemic and the subsequent introduction of lockdown, the wait time for a response and airline's decision has significantly extended.

eSky customers are regularly updated on the change in the status of their inquiries, **according to the information sent to us by the airlines**.

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