# APPLICATION

# For refunds of online airline tickets

**Passenger \***: |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_|

(indicate surname and name of the passenger)

**Passport \***: |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_|

(indicate passenger’s passport series/number)

**I request:**

**1) To cancel the contract to refund the airline ticket:**

|  |  |
| --- | --- |
| **Reason to refund the ticket\*:**  voluntary mandatory: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (indicate if the reason is mandatory) | |
|  | |
| **Passenger name record (PNR**)\*: |\_\_| |\_\_| |\_\_| |\_\_| |\_\_| |\_\_|  (6 digits) |  |
|  | |
|  | |
| **Date of ticket purchase on website\***: «\_\_\_\_» \_\_\_\_\_\_\_\_\_ 20\_\_\_\_ | |

**2) Card details for refund of money paid to airline \*:**

|  |  |
| --- | --- |
| Bankcard number used for payment: |\_\_| |\_\_| |\_\_| |\_\_|  (*indicate last 4 digits of the bankcard*) |  |
|  |  |
| other method (in case the bankcard for used for payment is invalid):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  *(indicate the required information for refund, e.g.: bank name, settlement account)* |  |

I hereby certify that I agree to the following terms, and agree to pay the fees for the refund of the tickets and the processing of the application established by the Turkmenistan Airlines Open Joint Stock Company. I agree with the fees that are deducted from the amount due for the refund.

**Application for refund of air ticket is filled in the following cases:**

* **In the case of a passenger of legal age and legal capacity – by the passenger or his / her trustee;**
* **In the case of a minor or a passenger with legal disability – by his/her legal representative (parents, adoptive parents).**

**Due to the fact that the Turkmenistan Airlines Open Joint Stock Company is transfers to the payment card in accordance with passenger name record (PNR) indicated in the application, an application for a refusal of air travel and a refund of money, accepted by his/her authorized person or legal representative, and the airline is not responsible for any disputes between the passenger and the person who paid the fare.**

**For cancellation of air travel and return of funds, you must send a copy of the following documents to** [**info@turkmenistanairlines.tm**](mailto:info@turkmenistanairlines.tm)**:**

- Completed application for refusal of air service and refund (all lines marked with an “\*” in the application are required);

- Bank details of the card paid by the passenger for the return of the plane ticket; (Bank details are required in case of a defect in the bank or for technical reasons).

- Document confirming the invalidity of the bankcard used to pay for the air ticket online (if the bankcard used for the payment of the air ticket is not valid in case of refund).

**Turkmenistan Airlines has the right to require the airline to provide additional information needed to cancel the Air Transport Agreement and accept the refund.**

The amount of the refund is calculated in accordance with the terms of the applicable tariff and only for the returned air ticket.

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Application is filled\*: passenger passenger’s trustee passenger’s legal representative

Contact number\*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \*: «\_\_\_\_» \_\_\_\_\_\_\_\_\_ 20\_\_\_. Signature \*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*If you need any assistance to fill in this application, contact us via phone numbers* ***+993 (12) 39-17-47 / 39-17-78 /***

***39-17-70*** *or via* [*info@turkmenistanairlines.tm*](mailto:info@turkmenistanairlines.tm) *e-mail, with our support service.*

Dear passenger! Please fill in the blanks in this application.