



CIRCULAR

Ref : IATA/BSP/IN/REFUND/NOV21

29th October 2021

TO : All IATA TRAVEL AGENTS

SUBJECT : REFUND OF TICKETS IATA TRAVEL AGENTS

Dear Travel Partner,

We are pleased to inform you that Air Mauritius Ltd. has exited the Administration period and will commence with the refund of E-tickets and Electronic Miscellaneous Documents (EMD).

In order to process refunds, we request Travel Partners to raise Refund Applications (RAs) through IATA BSP link with effect from 1st November 2021.

Auto-refunds have been inhibited and E-tickets/EMDs must not be processed on the GDS.

Note :

1. GST (K3 Tax) collected under MK documents will be refunded wherever MK flights were non-operational (except under partially utilized tickets).
2. Refund Administration Fee (RAF) will **not** be charged by our airline wherever MK flights were non-operational.
3. Cancellation Fees will **not** be applicable under fully unutilized tickets where MK flights were non-operational.
4. Under partially utilized tickets, ½ base fare of the unused sector/RBD + ½ YQ + ½ YR + unused taxes (excluding GST) will be refundable on point-to-point ticketed journeys wherever MK flights were non-operational.
5. Commission collected under MK tickets must be deducted under the refund application.
6. Bonus collected under EMDs will **not** be refunded.

Refund applications must include following details/remarks :

- MK PNR
- Travel Dates of respective E-ticket
- **"COVID-19 Refund"**

We request you to kindly ensure amounts are correctly inserted under respective applications to avoid an ADM being raised by the airline for excess refund value applied.

For refund related matters, kindly forward queries on info-mkbomoff@airmauritius.com or your respective Sales Representative.

Best regards,

Air Mauritius India