

## SATA EXPRESS RULES AND REGULATIONS

CLASS	SATA PLUS C D I	FLEX Y B M	SEMI-FLEX W H L	DISCOUNT N U V X
<b>PAYMENTS</b>	DEPOSIT \$200 REQUIRED WITHIN 7 DAYS , FINAL PAYMENT 60 DAYS PRIOR DEPARTURE	DEPOSIT \$200 REQUIRED WITHIN 7 DAYS , FINAL PAYMENT 60 DAYS PRIOR DEPARTURE	DEPOSIT \$200 REQUIRED WITHIN 7 DAYS , FINAL PAYMENT 60 DAYS PRIOR DEPARTURE	FULL PAYMENT AT TIME OF BOOKING
<b>CHILD DISCOUNTS</b>	Accompanied CHD 2-11 Charge 90%; Unaccompanied CHD 5- 11 Charge 90%; INF with a seat Charge 90%; INF without a seat Charge 10%	Accompanied CHD 2-11 Charge 90%; Unaccompanied CHD 5- 11 Charge 90%; INF with a seat Charge 90%; INF without a seat Charge 10%.	Accompanied CHD 2-11 Charge 90%; Unaccompanied CHD 5- 11 Charge 90%; INF with a seat Charge 90%; INF without a seat Charge 10%	Accompanied CHD 2-11 Charge 100%; Unaccompanied CHD 5- 11 Charge 100%; INF with a seat Charge 100%; INF without a seat Charge 10%.
<b>CANCELLATIONS</b>	Any Time: 150€//\$200 Exception: Within 72h no refund. TKT non- refundable for No Show	23D BD or more: 150€//\$200 22D to 4D: refund 75% minus 150€//\$200 Admin Fee 3D BD or less: Tkt non refundable	23D BD or more: 150€//\$200 22D to 4D: refund 50% minus 150€//\$200 Admin Fee 3D BD or less: Tkt non refundable	Any Time: TKT non- refundable
<b>CHANGES</b>	Any Time: 150€//\$200 Exception: Within 72h CHANGES NOT ALLOWED EXCEPT FOR UPGRADE TO BUSINESS CLASS. CHANGES NOT PERMITTED IN CASE OF NO SHOW	23D BD or more: 110€//\$150 22D to 4D: not allowed except for upgrade to business class 3D BD or less: changes not permitted	23D BD or more: 110€//\$150 22D to 4D: not allowed except for upgrade to business class 3D BD or less: changes not permitted	Any Time: 150€//\$200; Exception: Within 22d changes not allowed; Changes not permitted in case of No Show.

### PRE-DEPARTURE CANCELLATION \$ CHANGE FEE WAIVER

The Sata Express Pre-Departure Cancellation & Change Fee Waiver allows you to cancel or change your Airline ticket up to 48 hours( during business hours Monday to Friday from 09:00 to 17:00) prior to the time of your scheduled departure for any reason, except no- shows or denied boarding on the day of departure .

The Sata Express Pre-Departure Cancellation & Change Fee Waiver can only be purchased on the day of the booking is not valid for trip interruption.

Pre-Departure Cancellation & Change Fee Waiver does not apply for Classes X, V, U, and N.

Name changes are not permitted. Only one change permitting a price differential is allowed. You must pay the difference if the price is higher and there is no refund on the lower price. The Cancellation Waiver must be re-purchased in order to be re-protected.

The \$50 for the cancellation waiver is not refundable. When an allowable cancellation is made during a penalty period, the cancellation penalty will be refunded by cheque. You must contact your travel agent who will notify Sata Express during business hours Monday to Friday from 09:00 to 1700.

PLEASE NOTE: The Sata Express Pre-Departure Cancellation & Change Fee Waiver is not applicable for: groups of 12 or more people;

#### Claim procedure

To make a change to your existing booking prior to departure, **CONTACT YOUR TRAVEL AGENT**, who will notify Sata Express. The Pre-Departure Cancellation & Change Fee Waiver Benefits of this coverage are provided by Sata Express.