

A D V A N C E D A I R



Cancellations and Refunds

A. Non-Refundable Fares:

(1) Changes: Non-refundable fares may be changed prior to the scheduled departure time subject to availability, for One-Hundred Dollars. (\$100) change fee and any applicable fare difference.

(2) Cancellations: Non-refundable fares may be cancelled at least 24 hours prior to the scheduled departure time for a Credit for future travel on Carrier. Refunds are not allowed. Credit is subject to a One Hundred Dollar (\$100) service fee. Credit may be used to book a new reservation on Carrier in the name of the Passenger or in the name of any other person designated by the Passenger. Failure to cancel at least one hour prior to scheduled departure will result in forfeiture of fare. In the event of cancellation of a non-refundable fare, taxes and fees will be included in the Credit where permitted by applicable law. Taxes and fees will not be refunded except when required by applicable law and, where permitted, only upon written request by Passenger.

(3) Following receipt of payment from a Passenger, Advanced Air, LLC will allow a reservation to be held at the quoted fare for twenty-four (24) hours, as long as the flight is not within twenty-four (24) hours. If such reservation is canceled within twenty-four (24) hours of booking, Passenger will receive a full refund without assessment of a cancellation fee.

B. Refundable Fares:

(1) Changes: The fare paid for a Passenger who purchases a fully refundable ticket) may be changed at any time prior to scheduled departure, subject to availability and any applicable fare difference. If the reservation is not changed prior to scheduled departure, all money associated with the fare will be forfeited.

(2) Cancellations: Reservations for refundable fares may be cancelled at any time prior to scheduled departure and Passenger will receive a full refund if cancelled at least 24 hours prior to the scheduled departure time. If reservation is not cancelled prior to 24 hours before the scheduled departure, all money associated with the fare will be forfeited.

(3) Refunds: For Passengers who are eligible to receive a refund under this Section, refunds shall be made by Carrier to the original form of payment, except that when a portion of the trip has been made, the refund will be made in an amount equal to the applicable one-way fare (less any applicable discount) for the portion of the trip cancelled or not operated as scheduled by Carrier.

C. Combined Fares: Where one leg of a fare is ticketed as a refundable fare and another leg of a fare is ticketed as a non-refundable fare, the applicable refund and cancellation policies for refundable fares will apply only to the refundable portion and the applicable refund and cancellation policies for the non-refundable fare will apply to the non- refundable portion.

D. Failure of a Passenger to adhere to the following time requirements may result in the cancellation of the Passenger's reservation, seat assignments and forfeiture of payment:

(1) Passengers traveling without checked baggage must have obtained a boarding pass at least fifteen (15) minutes prior to scheduled departure. In Las Vegas, Passengers traveling without checked baggage must have obtained a boarding pass at least twenty (20) minutes prior to departure;

(2) Passengers traveling with checked baggage must have obtained a boarding pass and have dropped off their baggage twenty (20) minutes prior to scheduled departure. In Las Vegas, Passengers traveling with checked baggage must have obtained a boarding pass at least twenty-five (25) minutes prior to departure; and

(3) All Passengers must be onboard the aircraft five (5) minutes prior to scheduled or posted aircraft departure time.

E. Carrier will refuse to honor any reservation when such action is reasonably deemed to be necessary to comply with applicable governmental regulations or requests.