

## ARTICLE II. REFUNDS

*Para. 1. General.*

Except as otherwise provided in Paragraph 6 of this Article, refund by Carrier for an unused ticket or portion thereof or exchange order will be made to the person named as the passenger in such ticket or exchange order, unless at the time of purchase the purchaser designates on the ticket or exchange order another person to whom refund shall be made, in which event refund will be made to persons so designated, and only upon delivery of the passenger coupon and all unused flight coupons of the ticket or the exchange order. A refund made in accordance with this procedure to a person representing himself as the person named or designated in the ticket or exchange order will be deemed a valid refund and Carrier will not be liable to the true passenger for another refund.

*Para. 2. Currency.*

All refunds will be subject to government laws, rules, regulations or orders of the country in which the ticket was originally purchased and of the country in which the refund is being made. Subject to the foregoing provision, refunds will be made in the currency in which the fare was paid, or, at the option of Carrier, in lawful currency of the country of the carrier making the refund or of the country where the refund is made or in the currency of the country in which the ticket was purchased, in an amount equivalent to the amount due in the currency in which the fare or fares for the flight covered by the ticket as originally issued was collected.

*Para. 3. Special Handling by Carrier.*

Carrier reserves the right to make all or any individual refunds through the general accounting offices or regional sales or accounting offices, and to require prior written applications for refunds to be prepared by passengers on special forms furnished by Carrier.

*Para. 4. Involuntary Refunds.*

For the purposes of this paragraph, the term "involuntary refund" shall mean any refund to a passenger who is prevented from using the carriage provided for in his ticket because of cancellation of flight, inability of Carrier to provide previously confirmed space, missed connections, postponement or delay of flight, omission of a scheduled stop, or removal or refusal to carry under conditions prescribed in Article 8, paragraph I. Involuntary refunds will be made as follows:

(a) When no portion of the trip has been made, the amount of refund will be equal to the fare paid:

(b) When a portion of the trip has been made, the amount of refund will be computed as follows:

(1) For one-way tickets, the amount of the published fare from the point of cancellation to the airport of destination shown on the ticket or the difference between the fare paid and the fare for the completed passage, whichever is higher;

(2) For round, circle, or open-jaw trip tickets, the same as (1) above, less any applicable discount:

(3) When only one of the two parts of an excursion ticket has been used, refund will be made in an amount equal to one-half the excursion fare paid by the passenger; and