

REFUND REQUEST FORM

- If you made your booking with a Travel Agent or another airline you must contact them for refund
- You must attach all necessary documentation otherwise the Request cannot be completed
- Where payment was made by credit/debit card, refund will be made to the original payment card

PERSONAL INFORMATION

Claimant's Name _____
Postal Address _____

Phone No. (Inc. Codes) _____
e-mail _____
Repeat e-mail _____

FLIGHT INFORMATION REQUESTED FOR REFUND

Date of Travel _____ From _____ To _____ Flt No _____
Date of Travel _____ From _____ To _____ Flt No _____

NAMES OF PASSENGERS REQUESTED FOR REFUND

BOOKING REFERENCE (6-characters _____) Not the ticket number

REASON FOR CLAIM Please tick ✓ for all applicable

- ___ Fully unused ticket*
- ___ Partly unused ticket*
- ___ Duplicate credit card payment made in error
- ___ Airline Cancelled flight
- ___ Minor 'human' error in name spelling, name differs from passport, etc. on international flight
- ___ Booking paid by credit/debit card and cancelled the same day
- ___ Death of passenger, or passengers in the same booking , or close family member (spouse, parent, spouse's parent, dependent children) **
- ___ Illness of passenger, or passengers in the same booking, or close family member (spouse, dependent children) unable to travel due medical reasons***
- ___ Other, reason given here _____

SUPPORT DOCUMENTS

- * Proflight office receipt except for website purchase
- ** Copy of Death Certificate or Newspaper Notice plus Birth or Marriage Certificate for proof of relationship to passenger
- *** Original letter from Doctor confirming patient name and confirming unfit for travel plus Birth or Marriage Certificate for proof of relationship to passenger

DECLARATION: I declare that I have the consent of the above named Passengers to make a Refund Request on their behalf and that the information is truthful. I understand the Fare Rules and other conditions apply.

Name _____ Signature _____ Date _____

Mail form to: Proflight Zambia, PO Box 30536, Lusaka, Zambia, 10101

Email scanned form to: reservations@proflight-zambia.com

Submit original form to: any Proflight sales office.