

AEROCONTRACTORS COMPANY OF NIGERIA LIMITED

THE RELIABLE WAY TO FLY.

CASH TICKET REFUND REQUEST FORM



NAME.....
ADDRESS.....
.....
TEL
PASSENGER Email.....

TICKET No(s) TO BE REFUNDED.....
NAME OF CLIENT TO BE REFUNDED.....
ROUTE(S) TO BE REFUNDED.....
REASON FOR REFUND /FLIGHT TIME

Signature & Date.....

DETAILS OF ACCOUNT

ACCOUNT NAME:.....
BANK NAME..... BRANCH.....
ACCOUNT NUMBER:.....
TYPE OF ACCOUNT.....SWIFT CODE (IF ANY).....

OFFICIAL COMMENT(S)

REMARK:.....
.....

AMOUNT TO BE REFUNDED

APPROVED BY

OFFICER IN CHARGE (SIGNATURE/DATE).....
SUPERVISOR / MANAGER (SIGNATURE/DATE).....

Aero Contractors Company of Nig. Ltd

Name of Client:.....
Booking Reference:.....
Telephone number:.....

Email address:.....



Name of Refund recipient & Date

Name of Aero Rep & Date

IMPORTANT: PLEASE READ

1. **ADMIN CHARGE** FOR TICKET REFUND IS **25%**. OF THE ACTUAL COST FOR TICKET & **\$50** FOR INTL /REGIONAL ROUTE PER SEGMENT OR TRIP.
2. **CASH** WILL BE TRANSFERED FOR FULL FARE IN CASE OF A FLIGHT BEING CANCELLED BY THE AIRLINE. **While promotional fares cannot enjoy voluntary refund.**
3. **NO SHOW** PENALTY OF **N3,000** PER TRIP WOULD BE CHARGED IF THE PASSENGER DOES NOT SHOW UP NOR CANCEL THE BOOKING BEFORE CHECK-IN COMMENCES FOR THE FLIGHT. NO SHOW PENALTY FOR INTERNATIONAL FLIGHT IS **\$50** PER TRIP.
4. **FOR TICKET BOUGHT FROM AN AGENT, AN ADDITIONAL 6% COMMISSION CHARGE WILL BE DEDUCTED**
5. CASH REFUND FOR UNUSED TICKET WILL BE READY AFTER **21 WORKING DAYS** FROM SUBMISSION.
6. PLEASE NOTE THAT CASH REFUND WILL ONLY BE TRANSFERRED TO PASSENGER WHOSE NAME APPEAR ON THE TICKET. **NO THIRD PARTY**
7. FOR COMPLAINTS ON THE REFUND PROCESS, PLEASE SEND MAIL TO tickethelpdesk@acn.aero
8. **PASSENGER(S) NEED TO SEND A SCANNED COPY OF THEIR PHOTO ID ALONG WITH THE REFUND FORM.**
9. **LETTER OF AUTHORISATION IS REQUIRED FOR THIRD PARTY REQUEST ALONG WITH MEANS OF IDENTIFICATION**
10. CHECK NEXT PAGE FOR TICKET REFUND REQUIREMENT.