

**AEROCONTRACTORS COMPANY OF NIGERIA LIMITED**

**CASH TICKET REFUND REQUEST FORM**

Kindly read terms and conditions at the lower section of this document, complete the form below and mail to [refunds@acn.aero](mailto:refunds@acn.aero)

NAME .....

ADDRESS.....

.....

PHONE .....

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).....

**FOR INTERNAL USE ONLY**

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: .....

SUPERVISOR / MANAGER (SIGNATURE/DATE) .....

SUPERVISOR / MANAGER (SIGNATURE/DATE) .....

**TERMS & CONDITIONS**

1. ADMIN CHARGE FOR TICKET REFUND IS 25% OF THE ACTUAL COST FOR TICKET & \$50 FOR INT'L /REGIONAL ROUTE PER SEGMENT OR TRIP.
2. CASH WILL BE TRANSFERRED 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 14 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 [refunds@acn.aero](mailto:refunds@acn.aero)
8. PASSENGER(S) NEED TO SEND A SCANNED COPY OF THEIR PHOTO ID ALONG WITH THE REFUND FORM.
9. LETTER OF AUTHORIZATION IS REQUIRED FOR THIRD PARTY REQUEST ALONG WITH THE MEANS OF IDENTIFICATION.

**REQUIREMENTS FOR TICKET REFUND**

**For 3rd Party/Agent**

- A letter of authorisation from the passenger whose name appears on the ticket.
- A photocopy of valid means of identification of the passenger whose name appears on the ticket must be attached to the refund i.e. International Passport, Drivers Licence, National ID Card or Voter's Card.
- Account holder's valid means of identification i.e. International Passport, Driver Licence, National ID Card or Voter's Card.

**For Individual Refunds**

- A photocopy of valid means of identification of the individual passenger must be attached to the refund form i.e. International Passport, Driver's Licence, National ID card or Voter's Registration Card.

**For Internet Related Issues**

Please send a mail to:  
[refunds@acn.aero](mailto:refunds@acn.aero)