

Your safety is our top priority

Find safety and COVID-19-related travel updates







# Refunds



## We're now offering more options



If your travel plans have been impacted by COVID-19 and you were scheduled to travel prior to May 31, you are eligible for a travel credit that will allow you to apply the full value of your ticket to any new flight for up to 24 months, and you might be eligible for a refund depending on the severity of the schedule disruption. Fill out the form below and we will contact you shortly to let you know whether your ticket qualifies for a refund. However, due to extremely high volume related to coronavirus and government-issued travel guidance, please allow up to 21 business days for processing your refund request. If you prefer an immediate travel credit, click <a href="here">here</a> to claim.

Request a refund

Check status

# **Check status**

Check the status of your refund request by entering your last name and ticket, document, or refund tracking number.

\*Indicates a required field

Last name \*

elsafty

Ticket, document, or tracking number \* 0167452447039

#### **Check status**



Refund approved

#### **Refunds request number**

30840675

#### **Document number**

0167452447039

### Passenger name

**ELSAFTY** 

#### Refund completion date

5/20/2020

### **Refund value**

\$957.65

#### Fee or penalty

\$0.00

# Form of payment for refund

Credit Card

### **Currency code**

USD

# Frequently asked questions

How quickly will my refund be processed?

**/** 

How will my refund be credited?

**\** 

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