

## **Tips from Emmanuel Keates for Recovering Airline Costs**

**1. Go to the carrier's website, and check the section on COVID-19. All carriers have a dedicated page that lists the conditions of reimbursement.**

**2. On the carrier's website it appears that I can request a refund for the route I purchased.**

Please proceed with your refund request.

It is important to do this before your flight departure (not always, but let's take it as a general rule to "be on the safe side"). Have patience, because lines will be busy. If it's Alitalia, write me an email, my husband is dealing with refunds these days.

**3. On the carrier's website it appears that I can only change the date, but not refund the flight.**

Leave the reservation as it is, without touching it or changing it. It is very likely that from now until the date of departure the carrier will cancel or change the departure time. Should the carrier make any such changes, you can contact to cancel and refund the ticket on the grounds that "you do not accept the change suggested by the carrier."

Or, in the meantime, please check the COVID-19 section on the carrier's website frequently to see if there have been any changes to the refund policy and your itinerary falls within that policy.

**4. It is now 2-3 days until departure and the cancellation policy still does not allow refunds and the flight is still operational.**

Do not cancel anything, wait for the flight to depart, as it might still get cancelled at the last minute. Check on the airport website whether the flight has departed. If it has departed, you will only be entitled to a refund of airport taxes. If your flight is cancelled even just before departure, you can contact the carrier to request a refund.

**Remember that you can request a refund of airport taxes for any ticket even after the flight has departed.**