

TERMS & CONDITIONS



Cancel For Any Reason (CFAR)

As part of its commitment to its passengers booked and ticketed in **Ultimate Fare** on international routes, **Air Arabia Egypt (E5)** is offering **Cancel For Any Reason (CFAR)** facility for **travel effective 01st June 2024**. Passengers ticketed in this fare can cancel their fully unused ticket **24 hours** from the scheduled flight departure time and claim a refund of up to **50%** of the paid **Ultimate Fare** per sector per passenger booked on **International Flight** numbers starting with the airline designated code **E5**. The maximum refund amount is limited to **USD 250** for **International flight** per sector per passenger.

AMA Global will manage the CFAR claims.

TABLE OF BENEFITS

BENEFIT	REFUND LIMIT	CANCELLATION PERIOD
50% of ticketed Ultimate Fare Type PNR only.	Up to USD 250 maximum per Passenger if ticketed in International ULTIMATE Fare Type per Sector per Passenger on Air Arabia Egypt Flight numbers starting E5	24 hours before scheduled departure time of the 1 st booked flight on the fully unused & ticketed PNR

HOW TO INVOKE/INITIATE CFAR?

1. Passenger must cancel the fully unused Ticket/PNR 24 hours before the scheduled travel time of the first booked flight on the Ticketed PNR, through **Manage - CANCEL FLIGHT** option on <https://www.airarabia.com>
2. Upon ticket cancellation, visit the CFAR link <https://cfartune.amaglobalassistance.com/ESLP>
3. Visit the CFAR link and register with your booking, Cancellation Confirmation and bank details. You will receive an acknowledgement email post registration.
4. We will evaluate your refund amount and update the same to you through approval status email.
5. Once approved, the refund payment will be made on the following working day.

IMPORTANT:

1. This benefit is applicable on **Air Arabia Egypt (E5)** international flights booked and ticketed in **Ultimate Fare** type ticket only, for **travel effective 01st June 2024**.
2. This does not apply to Air Arabia's **Ultimate Fare** bookings that are **un-ticketed** or **On Hold** status.
3. It is mandatory to cancel the booking 24 hours before departure time and at the same time invoking CFAR by clicking the link <https://cfartune.amaglobalassistance.com/ESLP> and filling in the required details.
4. CFAR will be applicable to the fully unused **Ultimate Fare** ticket paid by the passenger in reference to the non-refundable portion of the fare and ancillary premiums. This will not include any other paid amounts pertaining to surcharges or taxes in the cancelled PNR.
5. The refund amount will be credited specifically to the booked passenger's bank account. This will not be paid to Air Arabia or Travel Agent, or any other individuals account other than the passenger or to the account of individual who had originally paid for the ticketed PNR.
6. Once the PNR is cancelled, the passenger has up to 48 hours to register for CFAR through the link <https://cfartune.amaglobalassistance.com/ESLP>.
7. This refund will not apply to / or cover any surcharge or taxes paid to Air Arabia at the time of Ticket issuance.

CFAR EXCLUSIONS

1. War, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war rebellion, revolution, insurrection or military or usurped power.
2. Any unlawful act committed by You or if You have not been honest and frank with all answers, statements and submissions made in connection with Your insurance application or claim.
3. Any government prohibition, regulation or intervention.
4. The failure of Your travel or sub agent to pass on monies to operators or to deliver promised services.
5. Your travel or sub agent files for bankruptcy.
6. Natural Catastrophe.
7. Travel booked or undertaken against the advice of any Doctor or against travel warning.
8. Transport provider delays, cancellation, or rescheduling
9. The failure of Your travel agent to pass on monies to operators or to deliver promised services.
10. Force Majeure