REBOOKING AND REFUND POLICY

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Angola Airlines reserves the right to make changes in this document at any time.

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1. DETAILED POLICY FOR REBOOKING

1.1. GENERAL RULES

1.1.1. Rebooking will be permitted in accordance with the corresponding fare rules of the ticket. Depending on the rules of the purchased fare, a change fee may apply.

1.1.2. Rebooking is a flight, date, routing and booking code change.

1.1.3. Rebooking is only permitted within ticket validity, which is one year for international/regional flights and six months for domestic flights. The validity period starts from the date of issue or the date of the first outbound travel, as applicable (unless specified differently in the fare rules).

FOR CLARITY:

- **Totally unused tickets**

For international/regional flights - One year counted from the date of issue. If the ticket is reissued for a new journey within its validity, the validity of the new ticket will be one year counted from the date of reissue.

» Example 1 (for illustration purposes)

- Original issue on 01JAN2024 to start travelling on 01MAR2024
If it's not used, it will be valid for rebooking to start travelling up to 01JAN2025.

- First reissue on 01AUG2024 to start travelling on 15DEC2024
If it's not used, it will be valid for rebooking to start travelling up to 01AUG2025.

For domestic flights - Same principle applies however for six months.

- **Partially used tickets**

For international/regional flights - One year counted from the date of the first outbound travel, provided that the journey has commenced within one year from the date of issue.

» Example 2 (for illustration purposes)

Original issue on 01JAN2024 with journey started on 01AUG2024 If inbound is not used, it will be valid for rebooking up to 01AUG2025.

For domestic flights - Same principle applies however for six months.

1.1.4. Rebooking of tickets must made through reissuance. For new tickets issued after the introduction of this policy, revalidation will no longer be permitted for voluntary changes. Change fees must be charged separately in an EMD.
An exception applies for Non-BSP markets, where Travel Agencies are allowed to collect the change fees through reissuance using OD tax.

1.1.5. Rebooking must be made before the departure time of the scheduled flight. Reissue of the ticket and issue of the EMD, if applicable, must be completed by this time and tickets cannot be left open for rebooking at a later stage.

1.1.6. Anytime a rebooking is made after the departure time of the scheduled flight, the passenger will be considered No-Show. A no-show fee must be charged and the conditions described in 1.2.4. will apply.

1.1.7. In case of No-Show, all ticket coupons not used will changed to status *Suspended* and all subsequent flight segments of the itinerary will be cancelled. These actions will be performed automatically by the system after the departure time of the flight.

1.1.8. Ticket coupons cannot be used out of sequence.

1.1.9. Changes in additional products or services must be handled in accordance with each product's policy and its own terms and conditions.

1.2. CHANGE FEES

1.2.1. Change fees apply per passenger and per transaction for adults, children and infants occupying a seat. Infants not occupying a seat are exempted from these fees.

1.2.2. Change fees apply per fare component. When more than one fare component is changed, only one fee will be charged and the highest fee of all changed fare components will apply.

FOR CLARITY:

- **Totally unused tickets**

  » *Example 1 (for illustration purposes)*
  Unused ticket LAD/LIS/LAD with H/N fares combined. If changed LAD/LIS:
  - For LAD/LIS in H the rebooking fee is USD100.00
  - For LIS/LAD in N the rebooking fee is USD200.00
  Will be charged USD100.00.

  » *Example 2 (for illustration purposes)*
  Unused ticket LAD/LIS/LAD with H/N fares combined. If changed LAD/LIS and LIS/LAD:
  - For LAD/LIS in H the rebooking fee is USD100.00
  - For LIS/LAD in N the rebooking fee is USD200.00
  Will be charged USD200.00.

- **Partially used tickets**

  » *Example 3 (for illustration purposes)*
  Ticket JNB/X LAD/LIS/X LAD/JNB with N/H through fares combined, with journey started. If changed the inbound flights LIS/X LAD/JNB:
  - For JNB/ X LAD/LIS in N the rebooking fee is USD200.00
  - For LIS/ X LAD/JNB in H the rebooking fee is USD100.00
  Will be charged USD100.00.

  » *Example 4 (for illustration purposes)*
  Ticket LAD/LIS/LAD with N/S fares combined, with journey started. If changed the inbound flight LIS/LAD:
  - For LAD/LIS in N the rebooking fee is USD200.00
  - For LIS/LAD in S change is free
  No fee will be charged.

1.2.3. Rebooking fees do not apply in case of a cabin upgrade for the same flight and date. However, the additional fare and any applicable taxes or surcharges must be collected.
Specifically for TAAG direct sales, as this action is not fully automated by the system, the waiver of rebooking fee needs to be manually performed by a Supervisor after repricing the ticket.

1.2.4. In case of a No-Show, if the fare has a rebooking fee, only one fee will be charged (rebooking fee or no-show fee), whichever is higher.
The same rules and process described in 1.2.2. will apply.

FOR CLARITY:

- **Totally unused tickets**

  » *Example 1 (for illustration purposes)*
  Unused ticket LAD/LIS/LAD with H/N fares combined. If No-show in LAD/LIS:
  - For LAD/LIS in H the rebooking fee is USD100.00 and the no-show fee is USD250.00
  - For LIS/LAD in N the rebooking fee is USD200.00 Will be charged USD250.00.

- **Partially used tickets**

  » *Example 2 (for illustration purposes)*
  Ticket LAD/LIS/LAD with N/S fares combined, with journey started. If No-show in the inbound flight LIS/LAD:
  - For LAD/LIS in N the rebooking fee is USD200.00
  - For LIS/LAD in S change is free and the no-show fee is USD250.00 Will be charged USD250.00.

1.2.5. Change rates are applied according to destination, cabin and fare family. Charges must apply according to the following tables (unless specified differently in fare rules):

INTERNATIONAL FLIGHTS OUT OF AFRICA (FROM/TO OR VIA LUANDA)				
CABIN	**FARE FAMILY**	**RBD**	**CHANGE FEES (USD)**	
			REBOOKING	**NO-SHOW**
FIRST	DELUXE	F	FREE	250.00
BUSINESS	FLEXI	C	FREE	
	CLASSIC	D	150.00	
		Z		
ECONOMY	FLEXI	Y	FREE	
		S		
	CLASSIC	B	100.00	
		L		
		M		
		H		
	BASIC	Q	150.00	
		K		
		X		
		T		
	SAVER	U	200.00	
		N		

Table 1. Change fees for international flights out of Africa (from/to or via Luanda), by class, fare family and RBD

REGIONAL FLIGHTS WITHIN AFRICA (FROM/TO OR VIA LUANDA)				
CABIN	FARE FAMILY	RBD	CHANGE FEES (USD)	
			REBOOKING	NO-SHOW
FIRST	DELUXE	F	FREE	150.00
BUSINESS	FLEXI	C	FREE	
	CLASSIC	D	100.00	
		Z		
ECONOMY	FLEXI	Y	FREE	
		S		
	CLASSIC	B	50.00	
		L		
		M		
		H		
	BASIC	Q	100.00	
		K		
		X		
	SAVER	N	150.00	

Table 2. Change fees for regional flights within Africa, by class, fare family and RBD

DOMESTIC FLIGHTS				
CABIN	FARE FAMILY	RBD	CHANGE FEES (USD)	
			REBOOKING	NO-SHOW
BUSINESS	FLEXI	C	FREE	50.00
	CLASSIC	D	50.00	
ECONOMY	FLEXI	Y	FREE	
		S		
	CLASSIC	B	40.00	
		L		
		M		
		H		

Table 3. Change fees for domestic flights, by class, fare family and RBD

CABINDA FLIGHTS				
CABIN	FARE FAMILY	RBD	CHANGE FEES (USD)	
			REBOOKING	NO-SHOW
BUSINESS	FLEXI	C	FREE	50.00
	CLASSIC	D	50.00	
ECONOMY	FLEXI	Y	40.00	

Table 4. Change fees for Cabinda route flights, by class, fare family and RBD

1.2.6. Charges described in 1.2.5 will be converted to the exchange rate in effect on the date of rebooking, from the USD fixed price to the local currency at the BSR (Bankers Selling Rate).

1.3. REPRICING CONDITIONS

1.3.1. Ticket changes must be done in the same or higher fare value than the previous ticket.

1.3.2. In case of a change resulting in a lower fare, taxes or surcharges no credit/refund of the residual amount will be made. All rule provisions of the new ticketed fare must be adhered to.

1.3.3. Changes prior to the use of outbound flight/sector (totally unused tickets) will be subject to any fare difference applicable to the new date of travel. Fares must be recalculated from the point of origin using the fares in effect on the date of reissue. Any additional taxes or surcharges must be updated and collected.

1.3.4. Changes after the outbound flight/sector is used (partially used tickets) will be subject to any fare difference applicable considering the historical date of travel of the outbound flight/sector flown. Fares must be recalculated from the point of origin using fares in effect on the original date of issue.

1.3.5. In case of a non-changeable fare component is combined with a changeable fare component only the changeable fare component may be changed.

1.3.6. Rerouting is permitted as long as the conditions described from 1.3.1 to 1.3.5 are met. However, in case of rerouting prior to the use of outbound flight/sector (totally unused tickets) the original or the alternative point of departure must be located within the same country. An exception applies for Portugal and Spain, which will be considered as the same country.

FOR CLARITY:

Totally unused tickets

» *Example 1 (for illustration purposes)*
Change of route for an unused ticket CPT/LAD/CPT:

- To JNB/LAD/JNB
Rerouting is permited.

- To LAD/JNB/LAD

Rerouting is not permited.

2. DETAILED POLICY FOR REFUNDS

2.1. GENERAL RULES

2.1.1. Refunds will be processed in accordance with the corresponding fare rules. There are refundable fares and non-refundable fares, which can be combined. Depending on the rules of the purchased fare, a cancellation fee may apply, deducted from the ticket amount.

2.1.2. Refunds must be handled by the issuing Sales Office or Travel Agency, as applicable, and must be processed as per the original payment method.
Specifically, for TAAG direct sales in Angola, all refund requests must be addressed and proceeded by the Headquarters' Finance Department - Refund Section.

2.1.3. Refunds are only permitted within ticket validity, which is one year for international/regional flights and six months for domestic flights. The validity period starts from the date of issue or the date of the first outbound travel, as applicable (unless specified differently in the fare rules).

FOR CLARITY:

- **Totally unused tickets**

For international/regional flights - One year counted from the date of issue. If the ticket is reissued for a new journey within its validity, the validity of the new ticket will be one year counted from the date of reissue.

» Example 1 (for illustration purposes)

- Original issue on 01JAN2024 to start travelling on 01MAR2024
If it's not used and fare is refundable, it will be valid for refund up to 01JAN2025.

- First reissue on 01AUG2024 to start travelling on 15DEC2024
If it's not used and fare is refundable, it will be valid for refund up to 01AUG2025.

For domestic flights - Same principle applies however for six months.

- **Partially used tickets**

For international/regional flights - One year counted from the date of the first outbound travel, provided that the journey has commenced within one year from the date of issue.

» Example 2 (for illustration purposes)

Original issue on 01JAN2024 with journey started on 01AUG2024
If inbound is not used and fare is refundable, it will be valid for refund up to 01AUG2025.

For domestic flights - Same principle applies however for six months.

2.1.4. Refund rules apply per fare component. When combining non-refundable fares with refundable fares:

a) the amount paid on each refundable fare component is refunded.

b) the amount paid on each non-refundable fare component will not be refunded.

c) charge the sum of the cancellation fees of all cancelled fare components.

FOR CLARITY:

Totally unused tickets

» *Example 1 (for illustration purposes)*
Refund process of an unused ticket LAD/LIS/LAD with H/N fares combined:
- LAD/LIS in H is refundable and the refund fee is USD150.00
- LIS/LAD in N is non-refundable
Refund will be the amount of LAD/LIS fare component less USD150.00.

» *Example 2 (for illustration purposes)*
Refund process of an unused ticket LAD/LIS/LAD with H/Q fares combined:
- LAD/LIS in H is refundable and the refund fee is USD150.00 -
LIS/LAD in Q is refundable and the refund fee is USD200.00
Refund will be the amount of total fare less USD350.00.

Partially used tickets

» *Example 3 (for illustration purposes)*
Refund process of a ticket LAD/LIS/LAD with N/S fares combined, with journey started:
- LAD/LIS in N is non-refundable. Already flown.
- LIS/LAD in S is refundable and the refund fee is USD100.00
Refund will be the amount of LIS/LAD fare component less USD100.00.

2.1.5. After the outbound flight/sector is used, the original ticket fare rules will apply. In the event of a subsequent reissue/exchange of any non-refundable fare, the original ticket will remain non-refundable.

2.1.6. Any change fees and no-show fees paid prior to the refund request are non-refundable.

2.1.7. National regulations may supersede this policy. Exceptions and procedures from a particular market must be addressed and approved by the Headquarters' Finance Department.

2.1.8. Refunds on additional products or services must be handled in accordance with each product's policy and its own terms and conditions.

2.2. CANCELLATION FEES

2.2.1. Cancellation fees apply per passenger for adults, children and infants occupying a seat. Infants not occupying a seat are exempted from these fees.

2.2.2. Cancellation fees apply per fare component for refundable fares, as per rules and process described in 2.1.4., in which the sum of the cancellation fees of all cancelled fare components will be charged.

2.2.3. In case of No-Show if the fare has a cancellation fee, only one fee will be charged (cancellation fee or no-show fee) per fare component whichever is higher per component. The same rules and process described in 2.1.4. will apply.

FOR CLARITY:

- **Totally unused tickets**

Example 1 (for illustration purposes)
Refund process of an unused ticket LAD/LIS/LAD with H/Q fares combined, after No-show in LAD/LIS:
- LAD/LIS in H is refundable, the refund fee is USD150.00 and the no-show fee is USD250.00
- LIS/LAD in Q is refundable and the refund fee is USD200.00 Refund will be the amount of total fare less USD450.00.

- **Partially used tickets**

Example 2 (for illustration purposes)
Refund process of a ticket LAD/LIS/LAD with N/S fares combined, with journey started, after No-show inLIS/LAD:
- LAD/LIS in N is non-refundable. Already flown.
- LIS/LAD in S is refundable, the refund fee is USD100.00 and the no-show fee is USD250.00
Refund will be the amount of LIS/LAD fare component less USD250.00.

2.2.4. Cancellation rates are applied according to destination, cabin and fare family. Charges must apply to the following tables (unless specified differently in fare rules):

INTERNATIONAL FLIGHTS OUT OF AFRICA (FROM/TO OR VIA LUANDA)					
CABIN	**FARE FAMILY**	**RBD**	**CANCELLATION FEES (USD) - REFUND**		
			BEFORE DEPART.	**AFTER DEPART.**	**NO-SHOW***
FIRST	DELUXE	F	150.00	150.00	250.00
BUSINESS	FLEXI	C	150.00	150.00	
	CLASSIC	D	200.00	200.00	
		Z			
ECONOMY	FLEXI	Y	100.00	100.00	
		S			
	CLASSIC	B	150.00	Non-refundable*	
		L			
		M			
		H			
	BASIC	Q	200.00	Non-refundable*	
		K			
		X			
		T			
	SAVER	U	Non-refundable*	Non-refundable*	Not Applicable*
		N			

Table 5. Cancellation fees for international flights out of Africa (from/to or via Luanda), by cabin, fare family e RBD

FLIGHTS DEPARTING FROM BRAZIL					
CABIN	FARE FAMILY	RBD	CANCELLATION FEES (USD) - REFUND		
			BEFORE DEPART.	AFTER DEPART.	NO-SHOW*
FIRST	DELUXE	F	150.00	150.00	250.00
BUSINESS	FLEXI	C	150.00	150.00	
	CLASSIC	D	200.00	200.00	
		Z			
ECONOMY	FLEXI	Y	100.00	100.00	
		S			
	CLASSIC	B	150.00	150.00	
		L			
		M			
		H			
	BASIC	Q	200.00	200.00	
		K			
		X			
		T			
	SAVER	U	250.00	250.00	
		N			

Table 6. Cancellation fees for flights departing from Brazil, by cabin, fare family e RBD

REGIONAL FLIGHTS WITHIN AFRICA (FROM/TO OR VIA LUANDA)					
CABIN	FARE FAMILY	RBD	CANCELLATION FEES (USD) - REFUND		
			BEFORE DEPART.	AFTER DEPART.	NO-SHOW*
FIRST	DELUXE	F	100.00	100.00	150.00
BUSINESS	FLEXI	C	100.00	100.00	
	CLASSIC	D	150.00	150.00	
		Z			
ECONOMY	FLEXI	Y	50.00	50.00	
		S			
	CLASSIC	B	100.00	Non-refundable*	
		L			
		M			
		H			
	BASIC	Q	150.00	Non-refundable*	
		K			
		X			
	SAVER	N	Non-refundable*	Non-refundable*	Not Applicable*

Table 7. Cancellation fees for regional flights within Africa, by cabin, fare family e RBD

DOMESTIC FLIGHTS					
CABIN	FARE FAMILY	RBD	CANCELLATION FEES (USD) - REFUND		
			BEFORE DEPART.	AFTER DEPART.	NO-SHOW*
BUSINESS	FLEXI	C	40.00	40.00	50.00
	CLASSIC	D	50.00	50.00	
ECONOMY	FLEXI	Y	40.00	40.00	
		S			
	CLASSIC	B	Non-refundable*	Non-refundable*	Not Applicable*
		L			
		M			
		H			

Table 8. Cancellation fees for domestic flights, by cabin, fare family e RBD

***** *No-show fees only applicable for refundable fares/fare components*

2.2.5. Charges described in 2.2.4. will be converted to the exchange rate in effect on the date of refund process, from the USD fixed price to the local currency at the BSR (Bankers Selling Rate).

2.3. REFUND OF TAXES

2.3.1. All governmental taxes not used will be refundable if applicable.

2.3.2. For non-refundable fares YR/YQ and other surcharges are non-refundable. When combining non-refundable fares with refundable fares, the rules described in 2.1.4. will apply for the refund of YQ/YR.

2.3.3. For refundable fares YR/YQ and other surcharges shall be used to cover possible residual amounts resulting from cancellation fees higher than the fare amount.

2.4. WAIVERS

2.4.1. Non-refundable tickets and cancellation fees from refundable tickets will be waived in case of death of a passenger or immediate family member. A valid death certificate must be provided as proof when the refund is requested. Spouse, ascendants or descends can claim for the refund with proof of relationship to the deceased.

2.4.2. Travel Agencies must address an email request to Headquarters' Finance Department or nearest Sales Office in the area for approval and guidance for refund.

2.4.3. In case of critical illness or medical treatment of a passagener or immediate family, an exceptional waiver as described in 2.4.1. may be applied. An email with a valid medical certificate as proof must be submitted to Headquarters' Commercial Department and approved by the Sales & Distribution Director.

3. DETAILED POLICY FOR REBOOKING AND REFUND OF SPECIAL FARES

3.1. DEFINITION

3.1.1. A Special Fare Class or RBD is a code used by TAAG to differentiate various types of fares available on flights. These fares are tailored to accommodate diverse passenger needs and preferences while also aligning with the airline's commercial strategies. These fares may entail different rules, restrictions, benefits, and pricing structures.

3.1.2. For TAAG, Special Fares include the following categories:

a) Promotion
b) Groups
c) Frequent flyer

3.2. CHANGE FEES

3.2.1. Change rates are applied according to destination, cabin and RBD. Charges must apply according to the following tables (unless specified differently in fare rules):

INTERNATIONAL FLIGHTS (DE/PARA OU VIA LUANDA)				
SPECIAL FARE DEFINITION	**CABIN**	**RBD**	**CHANGES FEES (USD)**	
			REBOOKING	**NO-SHOW**
PROMOTION	**BUSINESS**	G	200.00 or Non-changeable	250.00 or Non-changeable
	ECONOMY	W		
GROUPS**	**ECONOMY**	E	Depends on the advance**	Not Applicable*
FREQUENT FLYER	**FIRST**	A	FEE	Not Applicable*
	BUSINESS	I	150.00	
	ECONOMY	O	100.00	

Table 9. Change fees for international flights out of Africa (from/to or via Luanda), by fare definition, cabin and RBD

REGIONAL FLIGHTS WITHIN AFRICA (FROM/TO OR VIA LUANDA)				
SPECIAL FARE DEFINITION	**CABIN**	**RBD**	**CHANGES FEES (USD)**	
			REBOOKING	**NO-SHOW**
PROMOTION	**BUSINESS**	G	150.00 or Non-changeable	150.00 or or Non-changeable
	ECONOMY	W		
GROUPS**	**ECONOMY**	E	Depends on the advance**	Not Applicable*
FREQUENT FLYER	**FIRST**	A	FREE	Not Applicable*
	BUSINESS	I	100.00	
	ECONOMY	O	50.00	

Table 10. Change fees for international flights within Africa, by fare definition, cabin and RBD

DOMESTIC FLIGHTS				
SPECIAL FARE DEFINITION	**CABIN**	**RBD**	**CHANGES FEES (USD)**	
			REBOOKING	**NO-SHOW**
PROMOTION	**BUSINESS**	G	50.00 or Non-changeable	50.00 or or Non-changeable
	ECONOMY	W		
GROUPS**	**ECONOMY**	E	Depends on the advance**	Not Applicable*
FREQUENT FLYER	**BUSINESS**	I	50.00	Not Applicable*
	ECONOMY	O	40.00	

Table 11. Change fees for domestic flights, by fare definition, cabin and RBD

***** *No-show fees only applicable for refundable fares/fare components*

****** *Review more details in Groups Policy nº DTAANC03*

3.2.2. Charges described in 3.2.1. will be converted to the exchange rate in effect on the date of rebooking, from the USD fixed price to the local currency at the BSR (Bankers Selling Rate).

3.3. CANCELLATION FEES

3.3.1. Cancellation rates are applied according to destination, cabin and RBD. Charges must apply according to the following tables (unless specified differently in fare rules):

INTERNATIONAL FLIGHTS (DE/PARA OU VIA LUANDA)					
SPECIAL FARE DEFINITION	**CABIN**	**RBD**	**CANCELLATION FEES (USD) - REFUND**		
			BEFORE DEPART.	**AFTER DEPART.**	**NO-SHOW***
PROMOTION	**BUSINESS**	G	Non-refundable* Brazil 300 USD	Non-refundable* Brazil 300 USD	Non-refundable* Brazil 300 USD
	ECONOMY	W	Non-refundable* Brazil 300 USD	Non-refundable* Brazil 300 USD	Non-refundable* Brazil 300 USD
GROUPS**	**ECONOMY**	E	Non-refundable*	Non-refundable*	Not Applicable*
FREQUENT FLYER	**FIRST**	A	150.00	150.00	Not Applicable*
	BUSINESS	I	200.00	200.00	
	ECONOMY	O	150.00	150.00	

Table 12. Refund fees for international flights out of Africa (from/to or via Luanda), by fare definition, cabin and RBD

REGIONAL FLIGHTS WITHIN AFRICA (FROM/TO OR VIA LUANDA)					
SPECIAL FARE DEFINITION	CABIN	RBD	CANCELLATION FEES (USD) - REFUND		
			BEFORE DEPART.	AFTER DEPART.	NO-SHOW*
PROMOTION	BUSINESS	G	Non-refundable*	Non-refundable*	Not Applicable*
	ECONOMY	W			
GROUPS**	ECONOMY	E	Non-refundable*	Non-refundable*	Not Applicable*
FREQUENT FLYER	FIRST	A	100.00	100.00	Not Applicable*
	BUSINESS	I	150.00	150.00	
	ECONOMY	O	100.00	100.00	

Table 13. Refund fees for flights within Africa, by fare definition, cabin and RBD

DOMESTIC FLIGHTS					
SPECIAL FARE DEFINITION	CABIN	RBD	CANCELLATION FEES (USD) - REFUND		
			BEFORE DEPART.	AFTER DEPART.	NO-SHOW*
PROMOTION	BUSINESS	G	Non-refundable*	Non-refundable*	Not Applicable*
	ECONOMY	W			
GROUPS**	ECONOMY	E	Non-refundable*	Non-refundable*	Not Applicable*
FREQUENT FLYER	BUSINESS	I	50.00	50.00	Not Applicable*
	ECONOMY	O	40.00	40.00	

Table 14. Refund fees for domestic flights, by fare definition, cabin and RBD

** No-show fees only applicable for refundable fares/fare components ***
Review more details in Groups Policy nº DTAANC03

3.3.2. Charges described in 3.3.1. will be converted to the exchange rate in effect on the date of refund process, from the USD fixed price to the local currency at the BSR (Bankers Selling Rate).

4. ABUSES AND FRAUD

Failure to comply with the rules and procedures defined in this policy will be subject to sanction or application of an ADM in the case of Travel Agencies.

END