

## TERMS & CONDITIONS



# Cancel For Any Reason (CFAR)



As part of its commitment to its passengers booked and ticketed in **Ultimate Fare** on domestic & international routes, **Air Arabia Maroc (3O)** is offering **Cancel For Any Reason (CFAR)** facility for **travel effective 01<sup>st</sup> June 2024**. Passengers ticketed in this fare can cancel the unused sector/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 Domestic & International Flight numbers starting with the airline designated code **3O**. The maximum refund amount is limited to **USD 250** for **Domestic flight** and **USD 500** for an **International flight** per sector per passenger.

AMA Global will manage the CFAR claims.

### TABLE OF BENEFITS

BENEFIT	REFUND LIMIT	CANCELLATION PERIOD
50% of ticketed <b>Ultimate Fare</b> Type PNR only.	Up to <b>USD 250</b> maximum per Passenger if ticketed in <b>DOMESTIC ULTIMATE Fare Type</b> per Sector per Passenger on <b>Air Arabia-Maroc</b> Flight numbers starting <b>3O</b>	24 hours before scheduled departure time of the flight
	Up to <b>USD 500</b> maximum per Passenger if ticketed in <b>INTERNATIONAL ULTIMATE Fare Type</b> per Sector per Passenger on <b>Air Arabia-Maroc</b> Flight numbers starting <b>3O</b>	

### HOW TO INVOKE/INITIATE CFAR?

1. Passenger must cancel the unused sector/PNR 24 hours before the scheduled travel time, through **Manage – CANCEL FLIGHT** option on <https://www.airarabia.com>
2. Upon ticket cancellation, visit the CFAR link <https://cfartune.amaglobalassistance.com/3OLP>
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 Maroc (3O)** domestic & international flights booked and ticketed in **Ultimate Fare** type ticket only, for **travel effective 01<sup>st</sup> 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
4. 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.
5. Once the 50% refund is processed there will be no further credit shell or refund due from Air Arabia.

### 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