

AIR TANZANIA REFUND POLICY

Before requesting a refund

Please note: once you request a refund, all flights in your booking will be cancelled. It may take us 5 working days to 4 weeks to process your refund depending on the method that you have used to purchase your ticket. The refund will be made in the same currency and by the same payment method as used to purchase your ticket.

Tickets bought by cash: Passenger requesting for refunds of tickets bought by cash, please note it will take us a minimum of 21 days to process your refund.

Tickets bought by Mobile Payment: Passenger requesting for refunds of tickets bought by M-Pesa and TigoPesa, please note it will take a minimum of 5 working days for a full refund and for partial refunds this will take a minimum of 21 working days.

Tickets bought by Card Payment: Passenger requesting for refunds of tickets bought by Visa and MasterCard, Please note it will take a minimum of 5 working days to process your refund.

Tickets bought by Wire Transfer: Tickets purchased through wire transfers the refund process will take 21 working days. Please note that the money will be sent to the account that was used to make the payment.

NB: If you purchased your ticket from a travel agent, you need to contact your travel agent to arrange a refund. For tickets bought from an airline other than Air Tanzania, please contact the concerning airline.

REFUNDS

We will refund a Ticket or any unused portion, in accordance with the applicable fare rules or Tariff, as follows:

1. Except as otherwise provided in this Article, we shall be entitled to make a refund either to the person named in the Ticket or to the person who has paid for the Ticket, upon presentation of satisfactory proof of such payment.
2. If a Ticket has been paid for by a person other than the Passenger named in the Ticket, and the Ticket indicates that there is a restriction on refund, we shall make a refund only to the person who paid for the Ticket, or to that person's order.
3. Except in the case of a lost Ticket, refunds will only be made on surrender to us of the Ticket and all unused Flight Coupons.

INVOLUNTARY REFUNDS

If we cancel a flight, fail to operate a flight reasonably according to schedule, fail to stop at your destination or Stopover, or cause you to miss a connecting flight on which you hold a reservation, the amount of the refund shall be:

1. If no portion of the Ticket has been used, an amount equal to the fare paid;
2. If a portion of the Ticket has been used, not less than the difference between the fare paid and the applicable fare for travel between the points for which the Ticket has been used.

VOLUNTARY REFUNDS

If you are entitled to a refund of your Ticket for reasons other than those set out in Article 10.2, the amount of the refund shall be:

1. If no portion of the Ticket has been used, an amount equal to the fare paid, less any reasonable service charges or cancellation fees;
2. If a portion of the Ticket has been used, the refund will be an amount equal to the difference between the fare paid and the applicable fare for travel between the points for which the Ticket has been used, less any reasonable service charges or cancellation fees.

REFUND ON LOST TICKET

If you lose your Ticket or portion of it, upon your furnishing us with satisfactory proof of the loss, and payment of a reasonable administration charge, refund will be made as soon as practicable after the expiry of the validity period of the Ticket, on condition:

1. that the lost Ticket, or portion of it, has not been used, previously refunded or replaced (except where the use, refund or replacement by or to a third party resulted from our own negligence).
2. that the person to whom the refund is made undertakes, in such form as may be prescribed by us, to repay to us the amount refunded in the event of fraud and/or to the extent that the lost Ticket or portion of it is used by a third party (except where any fraud or use by a third party resulted from our own negligence).
3. If we or our Authorized Agent lose the Ticket or a portion of it, the loss shall be our responsibility.

RIGHT TO REFUSE REFUND

We may refuse a refund where application is made after the expiry of the validity of the Ticket.

1. We may refuse a refund on a Ticket which has been presented to us, or to Government officials, as evidence of intention to depart from that country, unless you establish to our satisfaction that you have permission to remain in the country or that you will depart from that country by another carrier or another means of transport.

CURRENCY

- We reserve the right to make a refund in the same manner and the same currency used to pay for the Ticket.

BY WHOM TICKET REFUNDABLE

- Voluntary refunds will be made only by the carrier which originally issued the Ticket or by its agent if so authorized.

DEATH

In the event of death of the Booked Guest a refund will be considered for the deceased. A certified copy of the death certificate must be submitted with a refund request. The refund request will be considered for member/s of the immediate family that were booked to accompany the deceased booked on the same flight/Date or same booking reference.

In the event of death of an immediate family member of a Booked Guest, the booking may be amended for travel at a later date; the date /flight change penalty may be waived by Us with difference in fares, taxes and surcharges to be calculated in accordance with Our Applicable Tariff in effect on the date on which payment for your changes are received. No refund will be permitted.

HOSPITALISATION

In the event of hospitalization of a Booked Guest, an official hospital invoice/ tax receipt and medical certificate must be submitted with a refund request. A refund administration fee will be applied or rebook for new date or flight at a later date. In the event of a re-booking the date/flight change penalty may be waived with the difference in fares, taxes and surcharges to be calculated in accordance with Our Applicable Tariff in effect on the date on which payment for your changes are received. The rebooking offer will be made available to members of your immediate family that were meant to accompany you, on the same booking reference.

Immediate family members are classified by us as a spouse, mother, father and children with the same surname only.