

# SOP-08 — Refunds (14 CFR § 295.26)

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**Trigger:** Charterer request for refund OR booking that cannot be performed OR late / changed § 295.24 disclosure giving cancellation right. **Owner:** Booking owner; Finance.

## Timelines

- **Credit card payments:** within **7 business days** of receipt of a complete refund request (14 CFR § 374.3; 12 CFR Part 226 / Reg Z).
- **Bank transfer / cheque / cash equivalents:** within **20 days** of receipt of a complete refund request.

## Process

- 1 Acknowledge the request in writing within 1 business day.
- 2 Confirm whether the request is "complete" (booking reference, payer details, reason). If not, request the missing item and the clock pauses.
- 3 Compute the refund amount: amount paid minus operator cancellation charges actually invoiced and properly documented (where the contract permits deduction).
- 4 Refund to the original payment method unless it is no longer available.
- 5 Notify charterer with the refund amount, deductions and reference number.
- 6 Save the request, calculation and remittance evidence to the booking file.

## Disclosure-failure refund right

If a § 295.24 required disclosure is delivered too late, the charterer is entitled to cancel the affected transportation and receive a full refund of monies paid for the air transportation and related services — without operator cancellation deductions. Compliance Officer signs off on application of this right.

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