



Automated Refunds (BSP AUSTRALIA - Designated Airlines using automated refunds)

Airline	Cash only	Credit only	Mixed forms of payment	Net Remit Tickets	Full or partial refunds	Comments
Accesrail (9B – 450)	✓	✓	X	X	✓	
Aegean Airlines (A3 390)	✓	✓	X	✓	✓	MPD/MCO or tickets in other particular circumstances (eg waiver of fees) must be processed via BSPlink (documents must be sent to Aegean's Rev Acct Dept. Penalty and Cancellation Fees must be applied where applicable or else ADM will be issued. Group tickets must be processed via BSPlink
Aer Lingus (EI 053)						No advice.
Aeroflot (SU – 555)						No advice.
Aerolineas Argentinas S.A. (AR – 044)						No advice.
Aeromexico (AM – 139)						No advice.



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Aerosvit Ukrainian Airlines (VV -- 870)	✓	✓	X	X	✓	No advice.
Air Astana (KC- 465)						No advice.
Air Austral (UU-760)	✓	✓	✓	✓	✓	No Downgrades. No Retroactive refunds. For these cases, BSPlink refund application to be sent to recettes_rmbt@air-austral.com Penalty and cancellation fees must be applied according to published fare rules where applicable or else ADM will be issued. Other request by using BSPlink.
Air Caledonie International (SB – 063)	✓	✓	✓	✓	Full Refunds for Cash and Credit only.	No Downgrades. No Retroactive. All unused coupons to be send to SB (No coupons = automatic ADM) Refund must equal form of payment (ie: cash payment = cash refund. C/C payment = C/C refund)



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Air Canada (AC – 014)	✓	X	X	X	Partial refunds are acceptable, provided that the coupons meet the fare and payment criteria.	No Tickets with cancellation penalty or sales discount. Tickets only. No MCO's/MPD's.



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Air China International Corp. (CA – 999)	✓	X	X	✓	Full Cash refunds only	<ul style="list-style-type: none"> Fully unused e-tickets only. Must be processed within 13 months from the date of ticket issuance. Cancellation penalties MUST BE applied where applicable or else ADM will be issued. Paper tickets, partial used e-tickets, MPD/MCO, LTI or tickets in other particular circumstance (e.g. waiver of fees) must be processed by Air China Office. Cash only
Air France (AF – 057)	✓	✓	✓	✓	Full Refunds Only	NO MPD NO DOWNGRADES, NO LTI
Air Fiji (PC – 677)	✓	X	X	X	✓	No advice.



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Air India (AI – 098)						No advice.
Air Madagascar (MD – 258)	✓	X	X	X	✓	No advice.
Air Mauritius (MK – 239)						No advice.
Air New Zealand Limited (NZ – 086)	✓	✓	✓	✓	YES Full and Partial Refunds. See Sec 2	No Downgrades and No Retroactive Refunds.
Air Niugini (PX – 656)	X	X	X	X	X	Automated Refunds NOT permitted.
Air Pacific (FJ – 260)	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> Automated refunds cash only including net tickets. Correct cancellation penalties and GST on CP fees must be charged. No down grades permitted.



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Air Seychelles Ltd (HM – 061)	✓	✓	X	X	✓	
Air Vanuatu Ltd (NF – 218)	✓	✓	✓	N/A	Full Refunds for Cash and Credit.	
Air Tahiti (VT – 135)	✓	X	X	X	✓	
Air Tahiti Nui (TN 244)						No Advice.
Air Vanuatu (NF – 218)						No advice.
Aircalin (SB – 063)						No advice.
Air Zimbabwe (UM 168)	✓	X	X	X	X	All other refunds to be done on BSPlink.



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Airlines PNG (CG 626)	✓	X	X	X		<ul style="list-style-type: none"> • Refund must be in accordance to the fares' cancelation and refund terms • Violation of cancelation & refund policy will result in ADM • Refunds must be processed within 13 months from original date of issue • No MCO's permitted – refer to CG Commercial
Alaska Airlines Inc. (AS – 027)	✓	✓	✓	✓	✓	
Alitalia (AZ – 055)	✓	X	X	✓	Full Refunds Only	No advice.
American Airlines Inc. (AA – 001)	✓	✓ DC/AX only	✓ OK No Visa/MCard d FOP)	X	✓ OK (No Visa/M'Card FOP	Visa/MasterCard, LTI, MCO/MPD refunds to AA processing. Cancellation Penalty MUST be applied where applicable or ADM may be issued.



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Asiana Airlines (OZ – 988)	✓	✓	✓	✓	✓	Ensure Cancellation Penalty of AUD110.00 is charged on net fares once tickets issued.
Austrian Airlines (OS – 257)	✓	✓	✓	✓		Penalty and cancellation fees must be applied where applicable or else ADM will be issued. 1. No Coupons = Automated issuance of ADM. 2. Full Credit Refund accepted only if original issue was paid by Credit Card in FULL.
Avianca (AV 134)	✓	X	X	X	✓	
Azerbaijan Airlines (J2 771)						No advice.
Bangkok Airways (PG – 829)						No advice.
British Airways Plc (BA – 125)	✓	✓	✓	X	Full Refunds only, See Sec. 2.	No Downgrades and No Retroactive.



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BMI (BD – 236)	✓	✓	✓	✓	✓	
Cathay Pacific Airways Ltd. (CX – 160)	✓	✓	✓	✓	Full Refunds only.	Fully Unused tickets only
China Airlines (CI – 297)	✓	X	X	✓	Full Refunds only.	Fully Unused tickets only
China Eastern Airlines (MU – 781)	X	X	X	X	X	Automated Refunds NOT permitted.
China Southern Airlines (CZ – 784)	X	X	X	X	X	Automated Refunds NOT permitted.
Continental Airlines Inc. (CO – 005)	✓	✓	✓	✓	Full Refunds Only	
Croatia Airlines (OU – 831)						No advice.
Czech Airlines (OK – 064)	✓	✓	X	X	✓	No advice.



Airline	Cash only	Credit only	Mixed forms of payment	Net Remit Tickets	Full or partial refunds	Comments
Delta Air Lines Inc. (DL – 006)	✓	✓	X	✓*	✓*	*according to rules of contract only All refunds must be in accordance to the fares' cancellation and refund terms. Violation of cancellation and refund policy will result in ADM Refunds must be processed within 12 months from original date of issue. Cancellation penalty must be applied where applicable or ADM may be issued. No fare adjustments/downgrades and no retroactive refunds
Deutsche Lufthansa A.G. (LH – 220)	✓	✓	✓	✓	Full refunds only.	All partial refund has to be completed on BSPLink.
EgyptAir (MS – 077)	✓	X	✓	✓	✓	A cancellation penalty of AUD50.00 applies on all tickets, except when the booking is not cancelled prior to departure where the fee is AUD100.00.
El Al Israel Airlines Ltd. (LY – 114)	✓	X	X	✓	✓	Total unused cash tickets only. ADM may be incurred if errors or failure to comply with ticketing rules. Cancellation fees applicable.
Emirates (EK – 176)	✓	X	X	✓	Full refunds only.	



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Ethiopian Airlines (ET – 071)						No advice.
Etihad Airways (EY – 607)	✓	✓	✓	X	Both Full and Partial Refunds	Please process all BSP ticket refunds via GDS or BSPLink. For all downgrade/upgrade refunds, please send all requests and documents to SYDEY.
Eva Air (BR – 695)	✓	✓	✓	X	Full refunds only.	No Downgrades and No Retroactive Refunds.
Finnair Oy (AY – 105)	✓	X	X	✓	Full Refunds Only	
Garuda Indonesia (GA – 126)	✓	X	X	X	✓	
Gulf Air Company G.S.C. (GF – 072)	✓	X	X	✓	Full Cash refunds only.	
Hawaiian Airlines (HA – 173)	✓	X	X	✓	Full Cash refunds only.	



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Heli Air Monaco (YO 747)	✓	✓	X	✓	✓	
Hainan Airlines (HU 880)	✓	X	X	X	✓	
Hong Kong Airlines (HX – 851)	✓	X	X	X	✓	
Hahn Air (HR – 169)	✓	✓	✓	✓	✓	
Icelandair (FI – 108)	✓	✓	X	X	✓	
Indian Airlines Ltd (IC – 058)						No advice.
Japan Airlines Co. Ltd. (JL – 131)	✓	✓	X	X	Full Refunds only.	
Jet Airways (9W – 589)						No advice.
Kenya Airways (KQ – 706)	✓	✓	✓	✓	✓	



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Kingfisher Airlines (IT – 090)	✓	✓ Only UATP Cards	X	N/A	Full Refunds only	1) No Downgrades 2) No MCOs/MPDs 3) Unused E-Tickets must be refunded within 13 months from Date of Issue. 4) Cancellation Penalties must be applied wherever applicable. 5) Refund Application must be process thru BSPLink
KLM Royal Dutch Airlines (KL – 074)	✓	✓	✓	✓	Full Refunds only	Unused tickets must be processed within 13 months of the original issue. Agents are no longer authorized to process refunds outside the above periods directly in the GDS. Request the refund (greater than 13 months old) via the KLM office in Sydney using BSPLink or manual refund applications. Any questions please contact the KLM agency help desk on 1300 391 191
Korean (KE – 180)	Air					No advice.



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Kuwait Airways Corp. (KU – 229)	✓	X	X	✓	Full Cash Refunds only.	Canx/Reissue fee of AUD150.00 applies once ticketed.
Lan-Chile (LA – 045)	✓	✓	✓	✓	✓	
Lao Airlines (QV-627)	✓	X	X	X	✓	
Malaysia Airline System Berhad (MH – 232)	✓	X	X	X	Full Refunds only.	
MALEV Hungarian Airlines (MA – 142)						No advice.
MIAT – Mongolian Airlines (OM-289)	✓	X	X	✓	✓	
Montenegro Airlines (YM – 409)	✓	X	X	X	✓	



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Northwest Airlines (NW – 012)	✓	✓	✓	✓	✓	Fully unused Published Fare and Net Remit tickets.
Olympic Airways S.A. (OA – 050)	✓	✓	✓	✓	✓	NO Downgrades and NO Retroactive. All Cancellation Fees MUST be adhered to.
Oz Jet Airlines (OA – 050)						No advice.
Pacific Wings (LW – 568)	✓	X	X	X	✓	NO PTA PERMITTED
Pakistan International (PIA) (PK – 214)						No advice.
Philippine Airlines, Inc. (PR – 079)	✓	X	X	✓	Full refunds only.	No MCO/MPD refunds.



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Qantas Airways Limited (QF – 081)	✓	✓	✓	X	✓	“No Downgrades, No Retroactive, No Exchanged documents. Refunds will be subject to audit by QF. Errors or failure to comply with ticket conditions may incur ADM.” Cancellation penalty permitted on gross fares.
Qatar	✓	✓	✓	✓	Full refunds only	Cancellation penalty MUST be applied or else ADM will be issued
Regional Express Pty Limited (ZL – 899)	✓	✓	✓	X	Full Refunds only.	Unused coupons must be attached to automated refund and returned to Hazelton.
Royal Brunei Airlines (BI – 672)	✓	X	X	X	Electronic Tickets only	Electronic Tickets only
Royal Jordanian (RJ – 512)	✓	X	X	✓	Full Cash refunds only.	Any errors or abuses will immediately incur an ADM as per the current procedure.
Scandinavian Airlines Systems (SK – 117)	✓	✓	✓	✓	Full refunds only.	



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Shenzhen Airlines (ZH 479)	✓	✓	X	X	✓	
Siberia Airlines (S7 – 421)	✓	X	X	X	✓	
Singapore Airlines Ltd. (SQ – 618)	✓	✓	✓	✓	Full Refunds only.	Automated Refunds Permitted.
Skywest Airlines (XR – 608)						No advice.
SN Brussels Airlines (SN – 082)						No advice.
Solomon Airlines (IE – 193)	✓	✓	✓	✓	✓	All Refunds must comply with IE reservation cancellation policy. Provision for Commission Recall at current rate must be made. IE reserves the right to issue ADM/ACM if refund amount is found to be incorrectly assessed. IE also reserve the right to discontinue participating in this facility at a future time.



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South African Airways (SA – 083)	✓	✓	✓	✓	Full refunds only.	MF: AUD55.00 compulsory. *XP/DU taxes are non-refundable. Unused taxes permitted for refund on non-refundable fares.
Sri Lankan Airlines Limited (UL – 603)	✓	X	X	✓	Full refunds only.	Penalty and cancellation fees must be applied where applicable.
Swiss (LX – 724)	✓	X	X	✓ Fully Used only	Full refunds only	
Thai Airways International (TG – 217)	✓	✓	✓	✓	✓	ADM may be incurred if errors or failure to comply with ticketing rules. Cancellation fees applicable. Refund confirmations on paper tickets please forward directly to TG Sydney office
Turkish Airlines Inc. (TK – 235)	X	X	X	X	X	Automated Refunds NOT permitted.
Transaero Airlines (UN – 670)	✓	✓	X	X	✓	



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United Airlines (UA – 016)	✓	✓	✓	X	Full refunds only, See Sec. 2.	Automated and Electronic Tickets only NOT MPD's/MCO's
US Airways Inc. (US – 037)						No advice.
Uzbekistan Airways	✓	X	X	X	✓	
Varig S.A. (G3 – 127)	✓	X	X	✓	Full Cash refunds only.	
Vietnam Airlines (VN – 738)	✓	✓	✓	✓	✓	
Virgin Atlantic Airways Ltd. (VS – 932)	✓	✓	✓	✓	✓	
Vladivostok Air (XF 277)	✓	X	X	X	✓	
Zambian Airways	✓	X	X	X	✓	