

CANCELLATION & PENALTY FEE POLICY 2016



We kindly remind our customers that anyone who is booked on a MAF flight and fails to check-in on time costs MAF as we are unable to sell that seat to another customer at the last minute. MAF is a charity who exists to serve the people of PNG. In order to help as many people as possible, we ask our customers to please check-in on time. If you wish to cancel your confirmed flight, these fees will apply:

Description	Applies	Penalty Fee/Charge
FAILURE TO CHECK IN – No Show passenger	Passengers who have not cancelled 2 working days prior to flight	The passenger loses the whole cost of the ticket. No refund given.
FAIL TO BOARD for all confirmed passengers	After the passenger has checked in	The passenger loses the whole cost of the ticket. No refund given.
REFUNDS for all tickets paid for in cash	At any time	K50 fee, deducted from full refund amount
REFUNDS for all tickets paid via cheque or account	At any time	Fee is 6% of the total amount paid, deducted from the full refund amount
Cancellation or No Show for approved SUBSIDISED bookings	Within 7 working days of planned flight	The subsidy will be lost and will need to be re-applied for, with 4 weeks' notice. Or you can top –up to pay for a full price ticket and fly on the next available aircraft, or you can ask for a refund.
CANCELLATIONS for all confirmed CHARTER flights	Between 2-7 working days of the flight	10% of the total cost will be deducted from the cost of the charter as a penalty fee
CANCELLATIONS for all confirmed CHARTER flights	Within 2 working days of the planned flight	20% of the total cost will be deducted from the payment of the charter as a penalty fee

2 working days means the day of the flight and the previous working day from 7am

Customers **MUST** confirm their bookings 3 days before their flight. **Please call the Base you are flying from if you are unable to take your flight on the booked date or will be late for check-in.** If you cannot get through to your local base, please call **Mt. Hagen Programmers on 7373 9999**. Failure to check in on time repeatedly will result in MAF refusing to put you on any flights in the future.

KENSALESEN POLASI NA FI BILONG MEKIM, 2016

Mipela i laik toksave long ol kastoma bilong mipela olsem, husait yu bukim balus long MAF na i no kam sekin long taim stret orait dispela em i kostim MAF na mipela i no inap tru long salim sit i go long narapela kastoma long las minit. MAF em i misin kampani na em i stap tasol long helpim ol manmeri long PNG. Long helpim mipela long i stap na helpim planti manmeri mipela i askim yupela ol kastoma long mekim ol samting stret olsem sekin long taim stret na wok bung wantaim. Sapos yu tingting long kensalim konfem buking bilong yu, orait dispela ol fi bai i stap olsem:

WANEM FI	WANEM TAIM	KOST BILONG FI
Ol i no sekin - MAF wokman i no lukim pasindia olgeta	Ol pasindia i gat konfem buking tasol ol i no kenselim 2 pela de bipo long flait	Pasindia i lusim olgeta moni bilong tiket. Nogat rifand
Ol i no kalap long balus bihain long sekin pinis	Bihain long pasindia i sekin pinis	Pasindia i lusim olgeta moni bilong tiket. Nogat rifand
Ol rifand bilong olgeta tiket ol i peim long kes	Long eni taim	K50 fi
Ol rifand bilong olgeta tiket ol i peim long sek o akaunt	Long eni taim	Fi em 6% long total amaunt ol i peim pinis
Kensalesen o ol i no kamap bilong aprov subsidi flait	Insait long 7 pela wok de long dispela flait	MAF bai rausim subsidi na i gat nid long aplai gen 4 pela wik bipo long flait. O baim tiket long ful prais na go long neks balus i gat sit. O kisim rifand
Kensalesen bilong olgeta konfem sata flait	Namel long 2 – 7 wok de long dispela konfem flait	MAF bai rausim 10% bilong total kost bilong sata olsem penalty fi
Kensalesen bilong olgeta konfem sata flait	Insait long 2 pela wok de long dispela konfem flait	MAF bai rausim 20% bilong total kost bilong sata olsem penalty fi

2 pela wok de i minim olsem de bilong flait na wok de bipo long flait i stat long 7 klok moning taim

Ol kastoma i MAS konfemim buking bilong ol 3 pela de bipo long ron bilong balus. Sapos yu no inap long kam long konfem deit o bai yu kam long sekin bihaintaim orait plis kolim ringim MAF base. Sapos yu no inap kolim local Base bilong yu, yu ken kolim **Mt.Hagen Progremas opis long telepon namba 7373 9999**. Sapos yu save kamap late long taim bilong sekin planti taim. MAF Bai tok nogat tru long yu raun long balus bihain.