

Methods Used to Refund Airline Tickets: 5-Day Training

Aviation
Casablanca (Morocco)
25 - 29 Aug 2025

UK Traininig

PARTNER

A close-up photograph of chess pieces on a checkered board. In the foreground, a large, ornate gold king piece stands prominently. To its left, a smaller silver pawn is visible. Further back, another silver pawn is positioned. The background features a series of concentric, light gray circles that create a sense of depth and focus on the pieces.

Methods Used to Refund Airline Tickets: 5-Day Training

Ref: 321690_143985 **Date:** 25 - 29 Aug 2025 **Location:** Casablanca (Morocco) **Fees:** 3300 Euro

Course Description

This comprehensive 5-day course equips participants with the knowledge and skills needed to effectively process airline ticket refunds. Covering regulations, refund systems, and customer service best practices, learners will gain a thorough understanding of the refund process from start to finish. By the end of the course, participants will be able to confidently handle various refund scenarios and provide excellent customer service.

Learning Objectives

- Understand airline refund policies and regulations
- Master the use of airline refund systems and tools
- Develop skills to handle complex refund scenarios
- Improve customer service techniques for refund requests
- Learn to process refunds efficiently and accurately

Course Modules

Day 1: Introduction to Airline Ticket Refunds

- Overview of airline refund policies
- Types of refundable and non-refundable tickets
- Understanding fare rules and restrictions
- Introduction to refund regulations DOT rules

Day 2: Refund Systems and Tools

- Overview of Global Distribution Systems GDS
- Using airline-specific refund platforms
- Automated vs. manual refund processes
- Refund calculation tools and methods

Day 3: Complex Refund Scenarios

- Partial refunds and fare difference calculations
- Handling group booking refunds
- Refunds for cancelled or significantly changed flights
- Processing refunds for ancillary services

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

Day 4: Customer Service in Refund Processing

- Effective communication techniques for refund requests
- Handling difficult customers and disputes
- Explaining refund policies and decisions
- Offering alternatives to refunds vouchers, rebooking

Day 5: Refund Best Practices and Efficiency

- Streamlining the refund workflow
- Quality control and accuracy in refund processing
- Compliance and documentation best practices
- Staying updated on policy changes and industry trends

Practical Wins for Participants

- Ability to process various types of refunds quickly and accurately
- Improved customer satisfaction through effective communication
- Enhanced problem-solving skills for complex refund scenarios
- Increased efficiency in refund processing workflows

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles emanating from a point on the board.

UK Training
PARTNER

Blackbird training cities



Amman (Jordan)



Amsterdam (Netherlands)

Accra (Ghana)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston, Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

UK Training
PARTNER



Blackbird Training Category



Human Resource



Audit & Quality Assurance



Finance, Accounting, Budgeting



Marketing, Sales, Customer Service



Secretary & Admin



Law and Contract Management



Project Management



IT & IT Engineering



Supply Chain & Logistics



Management & Leadership



Professional Skills



Oil & Gas Engineering



Health & Safety



Telecom Engineering



Hospital Management



Customs & Safety



Aviation



C-Suite Training



Agile and Refinement



Blackbird training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

UK Training
PARTNER



LONDON TRAINING PROVIDER



www.blackbird-training.com



training@blackbird-training.com



+44 7480 775526 / +44 7401 177335