

Methods Used to Refund Airline Tickets: 5-Day Training

Aviation, Transportation & Logistics
Cape Town (South Africa)
13 - 17 Oct 2025

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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 concentric circles, creating a sense of depth and focus on the pieces.

Methods Used to Refund Airline Tickets: 5-Day Training

Ref: 321690_143992 **Date:** 13 - 17 Oct 2025 **Location:** Cape Town (South Africa) **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

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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.

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