

To help you find the answer to your query in relation to your booking with Thomas Cook Airlines we have created this Key Terms document which provides you with a summary and sets out where you can find further details.

	Your Query	Relevant Section of the Terms and Conditions
<b>Cancellation</b>	<b>What happens if you cancel your flight with Thomas Cook Airlines Limited?</b>	<p>All Thomas Cook Airlines fares (and Flight extras) are 100% non-refundable except for the Flex Fare and Bookings with Flex option. This means that if you cancel your Booking for any reason, other than due to Force Majeure, you will be charged 100% of the Booking cost unless you have made your booking in the Flex Fare or with Flex option. Where you cancel, you will be entitled to a refund of UK government air passenger duty (APD) for each cancelled Flight. In order to claim your refund <b>please contact us within 28 days of the departure date of the cancelled flight</b>, you will need to pay a £25 administrative fee per booking.</p> <p><b>Please see Section 16 'Cancelling a Flight Booking' of our Booking Conditions and Sections 24 and 28 of our Terms and Conditions.</b></p>
	<b>What happens if Thomas Cook Airlines Cancel your flight?</b>	<p>We do not routinely cancel flights. However, sometimes this is unavoidable due to operational reasons or unforeseen circumstances.</p> <p><b>Please see Section 31 'Delays/Cancellations' of our Terms and Conditions.</b></p>
<b>Changes by us</b>	<b>What happens if Thomas Cook change the time of my flight?</b>	<p>This depends if the change is classed as a Significant Change or a Minor Change.</p> <p><b>Please see Section 15 of our Booking Conditions 'Changes made by Thomas Cook Airlines Prior to Travel' and Section 26 of our Terms and Conditions of Carriage 'Changes Made by Us' for further details.</b></p>
	<b>What happens if I do not receive</b>	<p>If there has been an operational change that resulted in you not receiving your</p>

	<b>a Pre-booked Service?</b>	<p>pre-booked flight service you may be entitled to a refund.</p> <p>Please see Section 28 'Cancellation of Flights/pre-booked flight services/Refunds' of our Terms and Conditions.</p>
<b>Pre-Travel Changes by You</b>	<b>What if I want to change a name on my ticket, or change my flight?</b>	<p>Charges will apply if you need to make any changes to your flight or to pre-booked flight services, facilities or other items booked.</p> <p>Please see Section 25 'Charges' for changes made by you to a flight booking prior to travel.</p>
<b>Loss or damage of mobility equipment and luggage</b>	<b>What steps do I take if my bag is lost, damaged or delayed?</b>	<p>If your Checked Baggage is lost or delayed, you must obtain a <b>Property Irregularity Report Form</b> from our ground handlers in the baggage reclaim area of the airport before you leave the airport.</p> <p>If your bag is Damaged and you wish to claim you must notify us as soon as you discover the Damage and <b>at the latest within 7 Days of receipt of your Checked Baggage.</b></p> <p>If your bag is Delayed and you wish to claim, you must notify us within 21 Days from the date you received your Checked Baggage.</p> <p>Please see Section 58 'Notice of Baggage Claims' of our Terms and Conditions or visit the Flight Preparation /baggage section of our website at <a href="https://www.thomascokairlines.com/en/flight-preparation/check-in/baggage/lost-or-damaged-baggage.jsp">https://www.thomascokairlines.com/en/flight-preparation/check-in/baggage/lost-or-damaged-baggage.jsp</a></p>

<b>Special Assistance Requirements</b>	<b>What steps should I take if I require Special Assistance for my flight?</b>	If you require assistance on the flight or at the airport please let us know when you make your booking so that we can make any necessary arrangements for you. So that we can have enough time to make any necessary arrangements please let us know <b>48 hours before your departure</b> . This also applies if your flight is operated by another airline in which case you can either contact us or the airline you are travelling with. <b>Please see the Special Assistance Page on our website for further information</b> <a href="https://www.thomascokairlines.com/en/fly-with-us/special-assistance/assistance-for-customers.jsp">https://www.thomascokairlines.com/en/fly-with-us/special-assistance/assistance-for-customers.jsp</a>
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