

AIR CHANGE REQUEST

Agency Name: _____

Travel Agent: _____

CruiseCO Member ID: _____ CruiseCO Booking Number: _____

Best Email: _____

Contact Phone: _____

GDS RELOC: _____ (when PNR exists in the agent GDS)

CANCELLATION:

Enter Reason: _____

(Note: Based on the airline rule any refunds can take on average up to 90 days to process)

AMENDMENTS: *(Complete Relevant Fields)* e.g.

URGENT AMENDMENT:

(For urgent same day reissues or cancellations submit details by 3.30pm and Contact Reservations)

NAME CHANGE/S: *(It is mandatory to also provide copies of passport/s with any change request)*

Stipulate passenger/s name to amend.

FOR: FLIGHT AMENDMENT SPECIAL SERVICES OR BOTH

FLIGHT CLASS UPGRADE REQUEST: FROM: ECONOMY PREMIUM BUSINESS

TO: PREMIUM BUSINESS FIRST

Free text field for change request:

SPECIAL SERVICE REQUEST:

Special Meal: _____ Wheelchair Type: _____

Miscellaneous: _____

Frequent Flyer Member details: _____

(Note: We do not guarantee that flights booked provide eligibility for mileage membership accrual or a class upgrade. Please contact the airline directly to check and organise).

Seating: Due to airline pre-seating allocation restrictions and possible pre-seating fees please refer directly to the airline website.

NEXT STEPS:

Please complete, print and forward your request to res@cruiseCO.com.au and we will respond to you as soon as possible. Should we require further information or need to gain access to a PNR held by you we will contact you. Fees are in accordance with CruiseCO Terms and Conditions and the Airline/s fare rules. We ask that you refer to the fees located in CruiseHUB before submitting your request. By accepting our estimation of cost for amendment/cancellation an updated itinerary and invoice statement will be provided requesting immediate payment. Delay of payment can affect your request as airlines reserve the right to withdraw and amend any service, fare and pricing until time of ticket issue.

Thank you for your custom, CruiseCO