Involuntary Refund – Partially Used ticket

Important Note: Prior to any involuntary action, always consult Irregularities chapter in Aegean HUB (link below)


1. In the booking, check for UN/TK indicator in the Alerts field or the PNR history (Queue 7)

2. Open the ticket from the Transactions field and press Refund
3. Switch refund option from **Auto** to **Manual**
4. Check the price and correct the Base Fare amount/Taxes

5. Add in the Waiver Code field the reason “Due to UN flight” and click Submit