# REFUND REQUEST FORM

FCRS-003

*For refunding tickets purchased on Manta Air website http://www.mantaair.mv, please complete this form and send email to refund@mantaair.mv from your registered email during online booking process or contact Manta Air ticket office for assistance. Depending on the fare rules, the refund may not be allowed or an applicable fee may be charged.*

| *CUSTOMER INFORMATION* | | | |
|---|---|---|---|
| *Full Name* | | *Date* | |
| *Contact Number* | | *National ID / Passport No.* | |

| *TICKET INFORMATION* | | | | | |
|---|---|---|---|---|---|
| *Passenger Full Name* | *Passenger Travel Document No.* | *Travel Date.* | *Booking Confirmation No.* | *Segment to be Refunded* | *Payment Method* |
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| *BANK ACCOUNT DETAILS* | | | | |
|---|---|---|---|---|
| *Bank Name* | | *Account Number* | MVR | |
| *Account Name* | | | USD | |

*Please fill the details below if refunds are to be collected by a person other than the passenger*

| | |
|---|---|
| *Full Name* | |
| *National ID / Passport No.* | |
| *Contact No.* | |

General Terms and Conditions

- All refunds will be processed within seven (7) working days.
- Credit card refunds will be credited to the respective card that was used to pay for the ticket only.
- Refund to bank accounts will be credited to the respective bank account number stated in this form and the currency used to pay for the ticket.
- Any tickets issued on credit will be refunded to the customer and not to the passenger unless otherwise stated on written consent from the paid customer.
- All Cash/Cheque/Debit Card refund applications must be supported by national ID card or passport copies of passengers.
- If the refund is to be collected by any other person than the applicant/passenger, his/her ID card copy must be submitted with this form.
- Refunds requested after the ticket expiry date will not be accepted for refund.

*Signature:* _____

*Date:* _____