

# Sharp Travel Service Cancellation and Refund Policy

In the event beyond control of travel agent or event where willful cancellation of tickets, tour packages, and other finalized travel related transactions for refund originated from the client, refund shall be subjected to the following terms and conditions:

## Ticketed Flight Booking:

1. Cancelled tickets reported and surrendered after the date of issuance shall be paid in full amount as indicated in the invoice.
2. Cancellation of tickets purchased on low cost airlines such as Cebu Pacific Air, Air Asia Zest, Tiger Airways, Jet Star and airlines with no ticketing agreement with the (GDS) Global Distribution System (e.g. Abacus, Amadeus, and Galileo) are non-refundable after ticket issuance.
3. Cancelled electronic tickets shall be certified thru a letter or email to be received by the accounting department.
4. Ticket with authorization to refund shall be considered for refund, unless ticket was indicated/identified by travel agent (Ticketing & Reservation Department) to be **non-refundable** per Airline ruling on ticket restrictions. Amount for refund, its computation and release date shall be determined and in full control of the airlines which shall take an average of 90 days or more upon receipt of refund application.
5. Refund amount shall be net of airline charges. Php500.00 per ticket administrative fee shall be charged by Sharp Travel for international ticket, and Php200.00 per ticket on domestic ticket.

## Tour Packages | Hotel Accommodations | Car Services

1. In case of No-Show, guaranteed room nights/bus shall be charged to the contracting party. No refund for un-used rooms (early check-out or no show), tours, meals, and transfer service.
2. In case of fortuitous event e.g. cancellation of flight and hotel accommodation due to typhoon, Sharp Travel will arrange the necessary reservation and confirmation based on the new preferred dates of the client at no additional service fee. Airline and hotel cancellation policy shall be applied.

## Travel Documentation (VISA/PASSPORT)

1. The travel agency ensures basic requirements has been submitted by the applicant. However, Sharp Travel do not guarantee visa, passport, and other travel documentation approval and release. Other documents maybe requested by the embassy upon submission or prior releasing of the travel document. In the event of denied application or failure to submit document demanded on time, visa fee and other fees are chargeable and cannot be refunded.

For claims and complaints, contact our Customer Service at [stssales@cfsharp.com](mailto:stssales@cfsharp.com)  
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