NLG - CANCELLATION AND REFUND POLICY:

In case of cancellation of the trip due to passengers' choice tickets will be refunded less 30% (cancellation fee) and pre-sale rights will not be refunded. However, if the cancellation is made on the same day as the issuance of the ticket, it will be refunded in full (100% refund) with no penalty. If the ticket is issued on the same day as the departure, it can be cancelled without penalty up to 2 hours before the scheduled departure time. Tickets should be cancelled according to following procedure: Cancellation notice must be sent in writing via mail to: content@liknoss.com at least 60 hours before the scheduled departure time. Reservation fees will never be refunded in any case.
Upon expiry of this period the ticket cannot be cancelled and therefore cannot be refunded.
All amounts agreed to be refunded will be deducted directly by our company as negative amount on Your monthly statement which you can consult through LIKNOSS Applications. It will be of your concern to refund the Client.
ATTENTION: Please note that the subject of the email must be "NLG Cancellation Request Ref Num + GDS Reservation code". All cancellation requests must be sent exclusively to content@liknoss.com . All cancellations requests that are sent after 19.30pm(GMT +2) will be served the very next day.

In case any of your operators were to mistakenly make an incorrect booking, you will in any case have to a pay cancellation fee, as for private customers, unless it's possible to modify the booking as described below.

TICKET CHANGES: For Agencies authorised to sell through Liknoss Apps, it will be possible to change the date and/or departure time of the tickets by paying a Fee of €5,00 per person, per departure plus fare difference, if any. This can be done upon request to content@liknoss.com until 24 hours before the scheduled departure time. The date and/or departure time can also be changed for currently valid tickets in the local ticket office at the cost of € 3,50.
ATTENTION: Please note that the subject of the email must be "NLG change Request Ref Num + GDS Reservation code". All change requests must be sent exclusively to content@liknoss.com . All changes requests that are sent after 19.30pm(GMT +2) will be served the very next day.

The procedure to request a ticket refund is different if the customer has received their boarding pass or not. Therefore in the refund request this always has to be specified.
In your e-mail you will have to indicate the PNR company code consisting of 10 characters as well, not the CRS Booking Code.
Any Refund Request (with or without penalty) that does not mention the abovementioned code will be rejected.
IMPORTANT REMINDER :
Refund Procedure in case the Client did not collect the boarding pass/es:
1) Send an e-mail to content@liknoss.com, attaching the PNR company code consisting of 10 characters, NOT the CRS booking code.
2) The reason for the cancellation has to be indicated in the e-mail.
3) In the e-mail you must indicate that customer has not collected boarding pass/es.

Once all the relevant information is received, it will be checked and sent to NLG. If successful, the refund will be included as a negative amount in the next Monthly Statement.

We remind you that, according to NLG ticket sales regulations, the refund will be applied with a 30% penalty and reservation fees will not be reimbursed unless the departure has been cancelled by NLG.

Refund procedure in case the Client has collected the boarding pass/es:
1) Send an e-mail to: content@liknoss.com, putting the PNR code or Ticket code consisting of 10 characters in the object of the e-mail, NOT CRS booking code.
2) The reason for the cancellation has to be indicated in the e-mail.
3) In the e-mail you must indicate that customer has collected boarding pass/es.
4) The original boarding pass/es must be sent via secured post or ordinary postal service to:

CRS Liknoss SA
Ilioupoleos Ave. 2-4, Immitos, 17237, Athens, Greece

Once all the relevant information is received, it will be checked. If successful, the refund will be included as a negative amount in the next Monthly Statement.

We remind you that, according to NLG ticket sales regulations, the refund will be applied with a 30% penalty, and reservation fees will not be reimbursed unless the departure has been cancelled by NLG.