

## Change of reservations and refunds due to bad weather and natural disasters.

This policy applies to;

- Flight delays or cancellations due to bad weather, like typhoon, dense fog, snow.
- Flight delays or cancellations due to natural and unavoidable disasters, like floods and earthquakes.

### 1. Making changes to your reservation.(on the same route)

#### ① Change date of departure

You may book a different flight on the same rout.

**【Extend the period of validity for 30 days after the departure date of your reserved flight that was delayed or cancelled.】**

#### ◇ Flexible fare ticket

If you have a One-Way fare ticket, or another type of ticket that has an extended term of validity, the ticket can be used until its original validity period expires.

#### ◇ Non-flexible fare ticket

If you have a Non-flexible fare ticket, the date of departure can only be changed once. However, in the event that the flight that you changed is delayed or cancelled a second time, another change to the intended date of departure will be allowed.

#### ② Charges

There will be no cancellation or refund charges.

### 2. Making changes to your connecting flight

It is your responsibility to change your connecting flight, if you cannot connect to your flights of other companies due to AMX's flight delay or cancellation.

AMX will issue you with a Cancellation certificate or Delay certificate accordingly.

※Please note that LCC( Jetstar Japan, Peach Aviation, Vanilla Air, etc.) and International Flight reservations will not be able to be changed by AMX's certificate.

### 3. Refunds to due to flight delays or cancellations

#### ① Customers can receive refunds at the following locations;

- AMX Airport counter
  - ※At Fukuoka Airport and Kumamoto Airport, Osaka(ITAMI) Airport, passengers can be made refund during the time that is designated by AMX.
- Amakusa Airlines Reservation Center

#### ② Timing of Refunds

- Prior to departure
  - All purchased fares and charges will be refunded.
- After departure
  - Unused portion of the ticket is refundable.

※Bank transfer fee is paid by customer.

※If you have booked a package tour, refunds should be made at your booking travel agent.

#### ③ Charges

Refund charges and cancellation charges will not be applied. Please note that customers will be charged a bank transfer fee on refunds, where applicable.

### 4. Customer expenses

Please note that AMX will not be liable for any hotel charges and traveling expenses incurred by customers due to flight delays or cancellations.