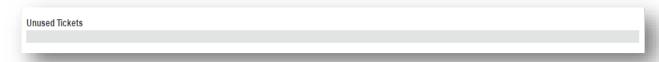# Cancelled Airfare Unused Ticket Information

When you cancel a non-refundable flight within the appropriate guidelines for that specific air carrier, the cancellation will be handled as an unused ticket held in *your* name by the airline and TTE. Most airlines allow 1 year from the date the flight was BOOKED, not the date the flight was supposed to occur, to apply the ticket to another airline reservation.

- You may cancel a flight in TTE or by calling Travel Inc, *unless it is a Southwest flight*. To cancel any Southwest flight, you **must** call Travel Inc, directly.

Unused tickets are **not** transferrable to another person and you must use it in the allocated timeframe or it will be forfeit no matter who the airline is. When you cancel a trip, you *always* receive the information regarding the timeframe it is useable.

Currently tickets cancelled in TTE from airlines, EXCEPT Southwest, appear as unused tickets in TTE automatically. TTE will remind you that you have this unused ticket and it will appear in the **Unused Tickets** section of your TTE Profile.

However, if you need to cancel a Southwest ticket, you **must** call Travel Inc directly to make the cancellation for that flight. They will provide any information you need to *manually* enter the unused ticket information in **Southwest Ticket Credits** in the TTE Profile.

When you search for airlines for future trips, TTE will remind you that you have unused tickets. For airlines except Southwest, you will be able to apply the unused ticket to a future reservation in TTE if it is still valid.

However, currently, if you have an unused Southwest ticket, you **<u>must</u>** call Travel Inc. directly to book the new trip *and* apply the unused ticket. Remember to remove the unused ticket from the **Southwest Ticket Credits** in your TTE Profile.

To contact Travel Inc Travel Agents: *Local* 770-291-5190 or *Toll Free* 877-548-2996