

IRREGULARITY (INVOL) – Rebooking & Refund Guidelines for Travel Agents

Handling of Air Greenland Individual Tickets (631-documents)

Purpose: To provide agents with a simple, consistent, and audit-compliant procedure for handling **IRR** (schedule changes/cancellations), ensuring correct rebooking/refund handling and avoiding debit memos (ADM).

Involuntary Changes (INVOL) – Rebooking

- Rebook within the same cabin whenever seats are available.
 - Retain the original booking class where possible; otherwise, book the lowest available booking class within the same cabin.
 - Rebooking must be to the next available flight with a comparable product.
 - Changes are only permitted to the extent necessary to resolve the IRR situation.
 - Rules for unaffected sectors remain unchanged unless IRR requires adjustment to resolve misconnection.
 - Validating carrier rules must always be observed.
 - FE line and correct waiver code are mandatory for all INVOL changes and must be inserted in Amadeus.
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Involuntary Changes (INVOL) – Refunds

- Refund may be processed without airline approval if the schedule change exceeds 5 hours or in case of cancellation without a reasonable alternative.
 - Refund may also be permitted in case of lost purpose (significant deviation from original itinerary) when caused by documented IRR/INVOL.
 - FE line and correct waiver code are mandatory for all INVOL changes and must be inserted in Amadeus.
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Waiver Codes and FE Endorsement (IRR Cases)

AIRLINE	Reason	Waiver code	FE-line (fare endorsement)	Inserted by
GL	IRR (min 5 hours)	IRRGLWAIVER	FE INVOL IRR/GLXXX	Agent
GL	Lost purpose	LOSTPURPGLWAIVER	FE INVOL Lost purpose/GLXXX	Agent
GL	*Strike	STRIKEGLWAIVER	FE INVOL strike/GLXXX	Agent

*Special situations (e.g. strike, COVID-19 or similar disruptions).