

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

### Handling of Air Greenland G-class 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).

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#### Involuntary Changes (INVOL) – Rebooking (G-class)

Outside office hours, where confirmation of G-class is not possible within a reasonable timeframe prior to departure, it is exceptionally permitted to issue a new ticket and cancel the G-class ticket.

- Book a new ticket in a new PNR in Y/S (Economy) or C (Premium).
  - Price the new ticket at 0 DKK using fare basis: GLIRR / VDATE.
  - Insert in new PNR: FE NEW TICKETS DUE IRR/GLXXX ORIGINAL PNR XXXXXX
  - Cancel the unused G-class ticket.
  - Insert in original PNR: FE NEW TKT ISSUED IN PNR XXXXX DUE IRR
  - Email [helpdesk@airgreenland.gl](mailto:helpdesk@airgreenland.gl) requesting the G-class ticket to be locked and made non-refundable.
  - Rules for unaffected sectors remain unchanged unless IRR requires adjustments to resolve misconnection.
  - Refund Policy (G-Class): Refund is not permitted for reissued G-class tickets used for involuntary rebooking.  
Any refund attempt will result in an ADM equivalent to the full applicable Y/S/C class fare.
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#### Involuntary Changes (INVOL) – Refunds (G-class)

- 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)	Inerted 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).