



# ULTIMATE

AIR SHUTTLE<sup>SM</sup>



Dear Valued Ultimate Air Shuttle Customer,  
We have made a few updates to your cancellation policy. Please see below for our updated policies. We will continue to offer our passengers the ability to change or cancel scheduled travel prior to 24 hours with no penalty.

## Changes, Cancellations and Refunds:

More than 24 hours prior to departure of first flight segment:

Changes are permitted at no cost. Cancellations may be issued as a credit to the original credit card or as a credit voucher.

12 – 24 hours prior to departure of first flight segment:

\$100 change/cancellation fee per passenger

Less than 12 hours prior to departure of first flight segment:

No Refund

Any flight segment other than the first flight segment:

One change will be allowed at no cost (subject to the terms above). Any credit remaining will be given as a voucher only. Changing a roundtrip to a one-way will result in a one-way fare.

**Credit Vouchers:** Credit vouchers are non-refundable and are valid for one year from the date of issue toward a new itinerary. If the new itinerary is lower than the original itinerary, the remainder will be left on the credit voucher for future use within the one year period from the original issue date of the voucher.

**NOTE:** Passengers are REQUESTED to arrive at the airport 15 minutes prior to departure. If you have not checked in a minimum of 10 minutes prior to departure, we reserve the right to exercise ticket forfeiture.