



# ULTIMATE

AIR SHUTTLE<sup>SM</sup>

Dear Valued Ultimate Air Shuttle Customer,

We have made a few updates to our 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 allowed at no cost.  
Cancellations may be issued as a credit to the original credit card.

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:

After your first flight segment is flown, we do allow ONE change to your return. It is all about courtesy to you to make a change without a charge, but also courtesy to Ultimate Air that you do not call after the flight has flown and tell us that you were not able to make the flight and rebook for the next day.

**NOTE:** Passengers are REQUESTED to arrive at the airport 30 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.