



### **Neos Air Ticketing Policy**

Dear Trade Partner,

This is to inform you that as per the Neos Air Ticketing Policy, effective 12 Apr 2023, all passengers travelling with Neos Air, to any destination which is regulated by their travel document / Visa with the requirement of a return ticket, the entire journey must be ticketed on a Neos Air document only and the same should be issued as one single document.

We have come across cases where the Agents / Trade Partners have issued two separate one way tickets for a return journey. The tickets for the inbound journey are being refunded or voided even before the passengers arrive at their final destination, leading to deportation of the passengers causing Neos Air to incur heavy fines and the ticket cost for the carriage of the passenger back to India.

You are requested to cascade the above information to all concerned to avoid any inconvenience / penalty.

We thank you for your understanding and cooperation.

Thanks and best regards,

Pooja Dhammy



