



Weather Disruption

When a passenger's flight has been cancelled they are entitled to one of the following options:

- **Full Refund:** The passenger chooses not to travel and is entitled to a full refund of the unused portion of the air fare **within 7 days**. The passenger (or agent) should be advised to call the Travel Centre on 0845 710 5555 to arrange a refund.
- **Re-booking at the passenger's convenience (subject to seat availability):** The passenger chooses to re-book their ticket for an alternative flight. If they choose an alternative departure Skybus may not provide surface transport.
- **Re-routing to the same destination at the earliest opportunity:** The passenger chooses to be re-routed by Skybus to their booked destination; this may involve air, road and/or sea transport.

There is no legal entitlement to be re-routed AND receive a refund; however, in recent years, Isles of Scilly Travel have offered a partial refund when Skybus passengers have been transferred to the Scillonian III as a gesture of goodwill. This policy will come to an end on Monday 14 March 2016 and, from this date, partial refunds will no longer be offered when passengers are re-routed. Passengers may still claim a full refund if their flight is cancelled and they decide not to travel.

Passengers who are re-booked or re-routed may be able to claim compensation in certain circumstances, but no compensation is due if the flight cancellation was due to circumstances beyond Skybus's control (such as weather). Passengers should therefore take out travel insurance to cover such instances.