

## Methods Used to Refund Airline Tickets

*Amsterdam*

*16 - 20 March 2026*

UK Training

# PARTNER



## Methods Used to Refund Airline Tickets

Code: AV28 From: 16 - 20 March 2026 City: Amsterdam Fees: 4900 Pound

### Introduction

Professionals are always seeking to acquire advanced skills in the core administrative processes of searching, booking, and purchasing airline tickets. When planning to travel by air, we often face various challenges related to reservations, features, schedules, discounts, purchasing advice, and other related issues, along with required aircraft procedures. This training course is designed to provide those involved with the most important and advanced sales skills for pre- and post-sales services for flight services, as well as the issuance of airline tickets, refunding their value, re-validation, and re-issuance.

### Course Objectives

By the end of this course, participants will be able to:

- Customer Protection: Ensure customer rights are protected through safe and flexible booking and payment policies.
- Maintain Customer Satisfaction: Ensure an excellent experience for customers throughout the booking and ticketing process.
- Compliance with Regulations: Understand and apply all relevant aviation and regulatory requirements.
- Mitigating Reputational Damage: Learn strategies to avoid mistakes that may harm the organization's reputation.
- Prevent Future Incidents: Develop best practices to reduce the risk of errors and fraud in the ticketing process.

### Course Outlines

#### Day 1: Issuance and Completion of Reservation and Payment

- Issuing and completing reservations and payments.
- Ticket cancellation with fees cancellation.
- Ticket cancellation without paying fees void.
- Ticket modification.
- Recording notes on reservations.

#### Day 2: Methods Used to Retrieve Tickets

- Online refund requests.
- Customer service handling.
- Travel agents.
- Automatic refund processing.
- Credit card fee refund.

#### Day 3: Preparing Annual and Semi-Annual Reports



- Data collection.
- Data analysis.
- Report design.
- Report writing.
- Report presentation.

#### Used Tools:

- Microsoft Word
- PowerPoint
- Adobe InDesign

#### Project Management Software:

- Asana
- Trello

### Day 4: Innovative Approaches and Regulations to Reduce Ticket Returns

- Improving customer service.
- Flexible booking policies.
- Personalizing the customer experience.
- Embracing new technologies.
- Staying compliant with regulations.
- Collaboration with partners.

### Day 5: How Does Airline Ticket Fraud Happen?

- Use of stolen or hacked credit card details.
- Offering tickets for sale at bargain prices via websites or social media accounts.
- Requesting immediate payment via cash, bank transfer, or virtual currencies.
- Flight reservation confirmation after payment.

#### What happens if the card is stolen?

- If reported before the trip, the ticket will be canceled.
- If reported during the flight, the ticket cannot be canceled.

#### How to Identify a Fraudulent Ticket?

- Low ticket price.
- Departure time is just one or two days before the flight, or on the same day, before the real card owner notices the fraud and cancels the ticket.
- Request for payment in cash or by bank transfer.
- Incomplete information on travel agency websites or social media accounts.

#### Tips for Safe Purchases:

- Book tickets directly from the airline or from an accredited travel agency authorized by your country's authorities.

- Purchase tickets from websites with secure payment systems.
- Check if the travel agency has a legitimate website.
- Review the terms and conditions before making the purchase.
- Look for the IATA International Air Transport Association logo on the company's website.

## Why Attend this Course? Wins & Losses!

- **Master Advanced Sales Skills:** Acquire essential skills for managing bookings, issuing tickets, and handling cancellations and modifications effectively.
- **Enhance Customer Satisfaction:** Learn how to provide excellent service and improve customer experience throughout the ticketing process.
- **Ensure Compliance:** Gain a deep understanding of compliance requirements in the airline industry and apply them in your daily operations.
- **Prevent Fraud and Minimize Risks:** Understand how fraud occurs in ticketing and how to implement strategies to reduce the risk of fraud.
- **Develop Reporting Skills:** Learn how to prepare and present comprehensive reports for business insights and decision-making.

## Conclusion

This course provides an essential opportunity for professionals involved in the ticketing process to acquire the skills needed for successful management of flight services. From issuing tickets to handling cancellations, refunds, and fraud prevention, this training will equip you with the tools required to enhance customer satisfaction, ensure compliance, and reduce risks. Whether you are working in a travel agency, airline, or as part of customer service, this course will empower you to handle ticketing operations with confidence and efficiency.

**Enroll now to master the essential skills for handling airline ticketing and customer services!**





# Blackbird Training Cities

## Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)  
(Switzerland)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich



Manchester (UK)



Milan (Italy)



## Blackbird Training Cities

### USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

### ASIA



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)  
Korea



Phuket (Thailand)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Seoul (South)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut





## Blackbird Training Cities

### AFRICA



Kigali (Rwanda)



Cape Town ( South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



MANNAI Trading  
Company WLL,  
Qatar



Alumina Corporation  
Guinea



Booking.com  
Netherlands



Oxfam GB International  
Organization,  
Yemen



Capital Markets  
Authority,  
Kuwait



Waltersmith Petroman Oil Limited  
Nigeria



Qatar National Bank  
(QNB),  
Qatar



Qatar Foundation,  
Qatar



AFRICAN UNION ADVISORY  
BOARD ON CORRUPTION,  
Tanzania



KFAS  
Kuwait



Reserve Bank of  
Malawi,  
Malawi



Central Bank of Nigeria  
Nigeria



Ministry of Interior  
Kingdom of Saudi Arabia  
KSA



Mabruk Oil Company  
Libya



Saudi Electricity  
Company,  
KSA



BADAN PENGELOLA  
KEUANGAN Haji,  
Indonesia



NATO  
Italy



ENI CORPORATE  
UNIVERSITY,  
Italy



Gulf Bank  
Kuwait



المؤسسة العامة للتأمينات الاجتماعية  
General Organization for  
Social Insurance  
KSA



Defence Space Administration  
Nigeria



National Industries  
Group (Holding),  
Kuwait



Hamad Medical  
Corporation,  
Qatar



USAID  
Pakistan



STC Solutions,  
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS  
UN.



هيئة تنظيم الكهرباء - عمان  
Authority for

UK Training  
**PARTNER**





## Blackbird Training Categories

### Management & Admin

Entertainment & Leisure  
Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Artificial Intelligence (AI)  
Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom



+44 7401 1773 35  
+44 7480 775526



[Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)



[www.blackbird-training.com](http://www.blackbird-training.com)

