

## Change a reservation and refund due to mechanical issues (Carrier's reason)

- Delay or cancellation due to aircraft maintenance, system failure or down.  
Please note Reservation changes or refunds will not be made under circumstances where aircraft maintenance delays are caused by lightning damage or bird strike.

### 1. Making changes to your reservation (on the same route)

#### ① Change date

You may book a different flight on the same route.

The period of validity of your ticket will be extended to 30 days after the departure date of the reserved flight that was delayed or cancelled, except in the cases below,

#### ◇ Flexible Fare Ticket

If you have a One-Way Fare Ticket, or another type of ticket that has an extended period of validity, the ticket can be used only until the expiry of its original period of validity.

#### ◇ Non-Flexible Fare Ticket

If you have a Non-Flexible Fare Ticket, the date of departure can only be changed once. However, in the event that the flight that you changed is delayed or cancelled a second time, another change to the intended date of departure will be allowed.

#### ② Charges

There will be no cancellation or refund charges in this case.

### 2. Making Changes of Connecting Flight

AMX will change your connecting flights if you cannot make your flights with other airlines due to AMX's flight delay or cancellation.

AMX will issue a Cancellation Certificate or Delay Certificate.

### 3. Refunds

#### ① Refunds are available at the following locations;

- AMX Airport Counter

※Located at Fukuoka Airport and Kumamoto Airport, Osaka Itami Airport, refunds can be made only during designated hours by AMX.

- Amakusa Airlines Reservation Center

② Timing of Refunds

- Prior to departure  
All purchased fares and charges will be refunded.
- After departure  
Only unused portion of the ticket is refundable.

※If you have booked a package tour, refunds should be made at your booking travel agent.

③ Charges

Refund charges and Cancellation charges will be not applied. Please note that customers will be charged a bank transfer fee on refunds, where applicable.

4. Customer expenses

① Accommodation

Where the flight delay or cancellation causes a stay of one or more night, AMX will cover the reasonable costs of hotel charges. AMX reserves the right to determine whether the expenses are reasonable, and limit reimbursement to customers accordingly.

② Traveling expenses

In the event of a flight cancellation if the customer cannot reach their final destination by ground transportation, AMX will pay reasonable traveling expenses. AMX reserve the right to determine whether the expenses are reasonable, and limit reimbursements accordingly.

③ Receipts

Please note that receipts of hotel charges and traveling expenses will be needed when customers seek reimbursement for these from AMX.