

**Refund calculation methodology for partially utilized group tickets only**
*(Applicable for tickets refunded due to current security situation.)*
**Refund must be calculated based on TPM (Ticketed Point Mileage) proration and an example provided below:**

 Fare +YQ + YR = \$ **10,000** (in the currency of payment)

Flight	Departure	Arrival	TPM (miles)	Factor (\$10,000/35,574miles)	Coupon Value (TPM X FACTOR)	Coupon Status	Refund value
AA*	SEA	PHL	2,372	0.281104	\$666.78	Flown	0
QR*AA	PHL	DOH	6,785	0.281104	\$1,907.29	Flown	0
QR	DOH	SYD	7,691	0.281104	\$2,161.97	Open	\$2,161.97
QR*VA	SYD	ADL	724	0.281104	\$203.52	Open	\$203.52
SURFACE							
QR	AKL	DOH	9,032	0.281104	\$2,538.93	Open	\$2,538.93
QR	DOH	ORD	7,123	0.281104	\$2,002.31	Flown <sup>1</sup>	0
AA	ORD	SFO	1,847	0.281104	\$519.20	Open	\$519.20
		<b>Total</b>	<b>35,574</b>		<b>\$10,000.00</b>		<b>\$5,423.62</b>

**Note:**

- Refundable value of fare, YQ and YR, must be calculated based on unutilized Ticketed Point Mileage (TPM)
- **Passenger is eligible for a refundable value of \$5423.62 (includes YQ+YR) + unutilized refundable taxes**
- Fees, penalties and non-refundable taxes, which were already collected remain non-refundable
- <sup>1</sup>The correct coupon must be uplifted to be eligible for refund. This can be done by verifying the ticket history (e.g.: in the history you may see DOH-ORD is uplifted as DOH-SYD)