

# Cancellation Service

**To be filled in by the customer who cancels:**

Booking no.:

Name:

Email:

Telephone no.:

Reason for cancellation:

Illness and injury - attach medical certificate

Death - attach death certificate

When did the incident occur?

In case of illness, injury and death - who?

Yourself

Family member - enter relationship:

Travel companion

Who do you want cancellation and refund for?

Yourself

Travel participant(s). Please enter the names of up to 3 travel participants on the same PNR number that you want to be refunded:

Name:

Name:

Name:

Date:

Signature:

**Please send this form as well as relevant documentation to:**  
afbestilling@airgreenland.gl

air greenland 

# Terms for the cancellation service

## 1.1 When can I use the cancellation service?

The cancellation service can be used when the trip cannot be started due to death or acute illness of the person indicated on the ticket, the persons family or travel companion.

However, a maximum of three people who have purchased a cancellation service can cancel with reference to the same travel companion.

In the event of an acute illness, please note that the cancellation service cannot be claimed if the acute illness that is the cause of the cancellation was present at the time of purchase of the cancellation service, unless there is an unexpected deterioration of an existing or chronic illness.

In addition, the cancellation service can be used when the journey cannot be started because the person indicated on the ticket has tested positive for SARS-CoV-2. Thus, if you are in quarantine or close contact with an infected person, the cancellation service cannot be used unless you have tested positive for SARS-CoV-2.

If the trip cannot be completed, Air Greenland A/S must be notified as soon as possible and no later than at the planned departure time. In case of cancellation later than the time of departure, the cancellation service can not be claimed and the ticket can thus not be refunded.

## 1.2 Who is covered by the cancellation service?

Persons listed on the ticket for which the cancellation service was purchased.

## 1.3 When am I covered?

You can make use of the cancellation service from the time of purchase of the ticket until the travel date (as indicated on the ticket).

## 1.4 When should the cancellation service be purchased?

The cancellation service must be purchased in connection with the purchase of the ticket.

## 1.5 What are the costs of the cancellation service?

The persons affixed to the ticket may have the actual price of the ticket refunded. Credit card fees, cancellation fees and other fees are non-refundable.

## 1.6 How to use the cancellation service

If you want to make use of the cancellation service, you must notify Air Greenland A/S when filling in the cancellation form.

When the form has been completed, this and relevant documentation must be sent to Air Greenland A/S by email [afbestilling@airgreenland.gl](mailto:afbestilling@airgreenland.gl).

The following documentation must be sent to us together with the cancellation form:

- If cancellation occurs due to acute illness, a medical certificate must be sent.

Air Greenland A/S reserves the right to demand additional health information provided if Air Greenland A/S deems this necessary in order to assess whether use can be made of the cancellation service.

Any expenses for obtaining a medical certificate as well as additional information are borne by the person who will make the cancellation service valid, and Air Greenland A/S is irrelevant and is not refundable.

- If cancellation occurs as a result of you being tested positive for SARS-CoV-2, test results must be sent.

Any costs for testing are borne by the person who will make the cancellation service valid, and Air Greenland A/S is irrelevant and is not refundable.

- If cancellation occurs as a result of death, a copy of the death certificate must be submitted

## 1.7 Venue and choice of law

Lawsuits against Air Greenland A/S must be brought before the Court in Greenland and must be decided in accordance with Greenlandic law.

### Definitions

#### *Acute illness*

Acute illness means a new-onset illness, a well-founded suspicion of a new-onset serious illness or an unexpected deterioration of an existing or chronic illness.

#### *Family*

By family is meant the spouse, cohabitant, children, grandchildren, parents, parent-in-laws, in-laws, siblings, grandparents, sister-in-law and brother-in-law of the person shown on the ticket.

#### *Travel companion*

A travel companion is a person who is on the same ticket as the person, who make use of the cancellation service.