



Mark Chemaly <markchemaly21@gmail.com>

[Volotea] Réponse à votre demande Re: Cancellation

1 message

Volotea <support@voloteahelp.zendesk.com>

10 July 2025 at 08:08

Reply-To: Volotea <support+idG0GR6W-WZJNL@voloteahelp.zendesk.com>

To: Mark Chemaly <markchemaly21@gmail.com>

**VOLOTEA** CLIENTS**Eirini (Volotea)**

Jul 10, 2025, 08:08 GMT+2

Dear Mark,

Thank you for contacting our Customer Service.

In response to your request, we inform you that we have proceeded to the reimbursement of airport taxes since the ticket O75HVS has not been used.

The refundable amount is of 23,54€* and it has been delivered back to the same credit card used for purchase (it may take up to 7 working days to be visible on your account).

*As detailed in our [Conditions of carriage](#) at chapter 4.4 Return of the price/reimbursement:

"Volotea will not be liable for the Passenger's failure to use the Ticket for the corresponding Flight. This will not give rise to any obligation on the part of Volotea to return or reimburse the price or other sums paid by the Passenger for the purchase of the Flight. The foregoing is without prejudice to the fact that Volotea will be obliged to reimburse in full the amount paid by the Passenger for Airport Taxes and Security Fees."

We remain at your disposal for any further information you may need.

Best regards,

Volotea Client Team

Mark Chemaly

Jul 9, 2025, 16:02 GMT+2

Hi I cannot make the flight. Please cancel the flight and send me a cancellation confirmation. Please refund what ever is refundable.

Thanks. Mark Chemaly

Remember that you can contact us every day from 8 a.m. to 10 p.m. through our [chat](#)



The information contained in this transmission may contain confidential and/or privileged or otherwise protected material. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of the information contained herein or in any attachments is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately contact the sender by return e-mail and delete this e-mail from your computer system. VOLOTEA reserves the right, to the extent permitted by applicable law, to retain, monitor and intercept e-mail messages to and from its systems.

[G0GR6W-WZJNL]