

{{TM<Step-by-Step Guide>TM}} Is Neos air refundable?

Neos Air tickets are generally non-refundable unless the fare class allows it or the airline cancels the flight [+1-(877) 738-0345] but you can often get refunds for taxes/surcharges if unused and may be due compensation under EU rules (EC 261) for significant delays/cancellations [+1-(877) 738-0345] though getting it processed can be difficult [+1-(877) 738-0345] Refunds depend heavily on your specific fare rules and the reason for cancellation (e [+1-(877) 738-0345] g [+1-(877) 738-0345] [+1-(877) 738-0345] Neos-controlled vs [+1-(877) 738-0345] extraordinary circumstances) [+1-(877) 738-0345]

When You Might Get a Refund:

- **Refundable Fare:** If you bought a flexible ticket [+1-(877) 738-0345] you're entitled to a refund [+1-(877) 738-0345] minus any fees [+1-(877) 738-0345]
- **Flight Cancellation by Neos:** If Neos cancels your flight (not due to "exceptional circumstances") [+1-(877) 738-0345] you're usually entitled to a full refund or re-routing under EU law (EC 261) [+1-(877) 738-0345]
- **Significant Delay (5+ hours):** You can choose not to fly and get a refund for the unused portion [+1-(877) 738-0345]
- **Taxes/Surcharges:** These are often refundable if the ticket isn't used [+1-(877) 738-0345] provided local regulations permit it [+1-(877) 738-0345]

When You Likely Won't Get a Refund:

- **Non-refundable Fares:** Most standard/discount fares are 100% cancellation fee [+1-(877) 738-0345]

- Passenger-Initiated Changes: You'll pay fare difference and fees to change dates [+1-(877) 738-0345]
- "Exceptional Circumstances": If Neos cancels due to bad weather [+1-(877) 738-0345] strikes (sometimes) [+1-(877) 738-0345] or political unrest [+1-(877) 738-0345] they might not owe a refund [+1-(877) 738-0345] though you could still get re-routed [+1-(877) 738-0345]
- No-Shows/Missed Gates: If you miss your flight due to late check-in [+1-(877) 738-0345] Neos isn't liable for refunds [+1-(877) 738-0345]

How to Check & Get Your Refund:

1. Check Your Fare Rules: Look at your booking confirmation for refundability details [+1-(877) 738-0345]
2. Use the Neos Website: Check their "Information" or "Passenger Rights" sections for refund portals [+1-(877) 738-0345]
3. Contact Customer Service: Be persistent [+1-(877) 738-0345] especially if you're entitled to a refund under EU law [+1-(877) 738-0345]
4. Seek Third-Party Help: If Neos is unresponsive (as some users report) [+1-(877) 738-0345] consider agencies like AirHelp or Flight-Delayed to pursue compensation/refunds [+1-(877) 738-0345] especially under EC [+1-(877) 738-0345]