

FAQ and Fact Sheets (avbsl.com)

Most Popular Answers

What does the price displayed on AVBSL.com Online Booking Engine include?

Prices shown on this booking engine are in EURO and reflect the total number of passengers (including all relevant taxes). Prices are subject to change without prior notice and are only guaranteed when full payment is received.

How do I know if my booking is confirmed?

You will receive a booking confirmation email immediately after you have submitted an online reservation. Please contact us if you have not received a booking confirmation email.

When will I receive my eTicket?

. E-Tickets (Electronic Tickets) are issued and sent via email once the itinerary is confirmed and the payment has been finalized. (normally on the same day , but within 24 hours)

Can I use a payment method other than Credit Card?

Yes. AVBSL accepts payment via Direct Deposit, Cheque or cash. Please refer to our "Payment Method" above for details.

Can I book multi-city or multi-stop flights?

Yes. You can simply search and book your multi-city, multi-stop, and open-jaw flights online by using our "Multi Leg" search form on our [Online booking Engine](#) home page.

Am I getting the best price?

Yes, we guarantee the best price. You can be sure that every ticket you purchase through AVBSL.com will be the lowest logical solution.

In addition, we do not charge credit card surcharges on reservations made either online or by email.

How do I Cancel or Change an existing Ticket?

All flights bookings, once purchased by the customer, are subject to strict amendment and cancellation penalties depending on the operators policies, airlines polices and number of days until departure. These penalties vary by airlines or travel operator and in many cases the special deals can be 100% non-refundable. An un-ticketed reservation can be cancelled without penalty.

Important Tips:

* If you want to change a booked first departure flight, in nearly all situations a ticket reissue will

need to be done. Any variations in fare and tax costs for the reissued ticket will be applied. In addition, a re-issue fee will be charged.

* Any changes to your booked return flight may be able to be done subject to the terms and conditions of your issued ticket. If you need to change your return flight details prior to departure, then you will need to contact us. Any changes will incur a service fee. If a date change is allowed after departure, this is between the passenger and the airline and is subject to airline change rules.

* Change and cancellation made within 24 hours of flight departure, may result in a no-show fee will be applied by the airlines. Name Correction fee for airlines (when allowed) can cost as much as €200.

It is recommended that you always double-check your travel dates and passenger names prior to submitting the reservation. Names should match details on passport.

* To change or cancel your reservation before departure, the best way is to notify us by email to corporate@AVBSL.com with the reservation number and passenger name. We then verify your request and reply you within 24 hours with advice on fees involved.

How do I make special requests?

Special service requests such as: meals, seat assignments, airport assistance, limousine service etc. can be made in your booking notes area when you are ordering your ticket, or else, via email to corporate@AVBSL.com. In all situations, 72 hours prior notice to your flight departure is required. Confirmations on special requests are not always guaranteed as each airline handles such request differently.

Do I need to re-confirm my flights?

It is a good thing to reconfirm your journey, especially if booked long in advance. You should reconfirm your flight schedule 72 hours prior to your departure. You can either check out your latest flight schedule via the link in your flight itinerary at <https://www.checkmytrip.com>. In addition, you may either contact us or the airlines to confirm your flights schedule.

Are hotel bookings instantly confirmed?

Yes. Please print a copy of your confirmation email to present to the service provider.

When is my credit card charged for hotel bookings?

Your credit card details are used to guarantee your hotel reservations. Payment will only be deducted once you have either checked-in or checked-out from your accommodation. Upon making the reservation always check the cancellation policy of the hotel.

How about hotel reservation cancellation or Amendment?

If you wish to cancel or make an amendment to your exiting reservation, you should email us at info@AVBSL.com. A service fee of €15 per booking will be applied in addition to any other charges levied by the service provider.

Do I have to book online?

No, if you feel more comfortable booking over the phone or by email, then by all means feel free to contact us either by email or telephone, and one of our travel specialists will be glad to assist you.

Do I have to purchase travel insurance?

Yes. We highly recommend travel insurance and will gladly assist you in deciding which insurance plan is right for you. Travel insurance can protect you and your travel dollars against unforeseen medical emergencies and travel mishaps.

What are some of travel requirements on Passport & Visa?

All travellers must have a valid travel documents for international travel and many countries require passports with at least 6 months validity from the date of return. Some countries require a machine-readable passport.

It is the responsibility of each traveller to determine passport and visa requirements before travelling.

If you didn't find your answer on our FAQ pages, please do not hesitate to contact us. You can do so by emailing info@AVBSL.com or by calling +356 2258 8400.