

New Distribution Capability (NDC): What is the VOID window per airline?

Description

When you request the cancellation of a NDC booking, depending on the airline and the situation, the order is cancelled, voided or refunded.

The following table provides an overview of the Void window per airline.

Important:

- The airlines listed below are the ones who provided information related to the VOID time window.
- Changes to the booking done by the airline can affect voids. For example, if the airline adds seats for the passenger, the travel agency might not be able to void the NDC ticket, as the booking ownership has been transferred to the airline.

Note: The local time is taken from the agent's point of sale (POS)/office local time (LT) and applies to all NDC airlines.

Airline	BSP VOID Window	ARC VOID Window
Air Canada (AC)	NDC booking can be cancelled until the below time the closest of the midnight local time of the point of sale the same day of payment (issuance): 1. 01:00 GMT 2. 05:00 GMT 3. 09:00 GMT 4. 13:00 GMT 5. 17:00 GMT 6. 21:00 GMT No payment is taken.	NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance. Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.
Air France (AF)	NDC booking can be cancelled until the below time the closest of the midnight local time of the point of sale the same day of payment (issuance): 1. 06:00 GMT 2. 15:00 GMT 3. 23:00 GMT All countries are assigned to one of the 3 groups in such a way that the closing time of the group comes as close as possible to midnight local time of that country. • Group 1 contains Canada, LATAM • Group 2 contains Japan • Group 3 contains Brazil and Europe	Not live in this market.
Air India (AI)	NDC booking can be cancelled until midnight local time (LT) on the same	NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance.

Airline	BSP VOID Window	ARC VOID Window
	day of the payment (issuance). No payment is taken.	Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.
American Airlines (AA)	NDC booking can be cancelled until 23.59 LT (Local Time) on the same day of payment (issuance).	Cancellation must be performed by 11:59 pm LT (Local Time) one business day following the date of issue. If a transaction is issued on a Friday, Saturday, or Sunday, it must be voided by 11:59 pm LT on Monday, unless this date is a holiday. Void must be performed by 11:59 pm LT on Tuesday.
British Airways (BA)	NDC booking can be cancelled until 23.59 local time (LT) on the same day. No payment is taken. A 24 hour 'cooling off' period from booking creation applies, where bookings can be cancelled, and a full refund received if the booking was paid (issued) in the first 24 hours.	NDC booking can be cancelled until 23.59 LT on the same day. No payment is taken. A 24 hour 'cooling off' period from booking creation applies, where bookings can be cancelled, and a full refund received if the booking was paid (issued) in the first 24 hours.
Cathay Pacific (CX) Pilot phase	NDC booking can be cancelled until 16:01 GMT on the day after the payment (issuance). No payment is taken.	NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance. Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.
Etihad Airways (EY)	NDC booking can be cancelled until midnight local time (LT) on the same day of the payment (issuance). No payment is taken.	NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance. Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.
Eva Air (BR)	NDC booking can be cancelled until 18:00 GMT on the day after the payment (issuance). No payment is taken.	NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance. Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.
Finnair (AY)	NDC booking can be cancelled until 22:45 GMT on the day after the payment (issuance). No payment is taken.	NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance. Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.
Iberia (IB)	NDC booking can be cancelled until 23.59 LT on the same day. No payment is taken.	NDC booking can be cancelled until 23.59 LT on the same day. No payment is taken.
Kenya Airways (KQ) Pilot phase	NDC booking can be cancelled until midnight local time (LT) on the same day of the payment (issuance). No payment is taken.	NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance.

Airline	BSP VOID Window	ARC VOID Window
		Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.
KLM (KL)	<p>NDC booking can be cancelled until the below time the closest of the midnight local time of the point of sale the same day of payment (issuance):</p> <ol style="list-style-type: none"> 1. 00:00 local AMS-time (22:00 GMT summer/23:00 GMT winter) 2. 04:00 local AMS-time (02:00 GMT summer/03:00 GMT winter) 3. 08:00 local AMS time (06:00 GMT summer/07:00 GMT winter) 4. 12:00 local AMS-time (10:00 GMT summer/11:00 GMT winter) 5. 16:00 local AMS-time (14:00 GMT summer/15:00 GMT winter) 6. 20:00 local AMS-time (18:00 GMT summer/20:00 GMT winter) <p>All countries are assigned to one of the 6 groups in such a way that the closing time of the group comes as close as possible to midnight local time of that country.</p> <ul style="list-style-type: none"> • Group 1 contains most Europe mainland countries but also UK. • Group 2 contains e.g. Chili and Argentina • Group 3 contains e.g. Canada • Group 4 contains e.g. New Zealand & Australia • Group 5 Japan & Thailand • Group 6 Saudi Arabia & Greece 	Not live in this market.
LHG	NDC booking can be cancelled until 23.59 LT (Local Time) on the same day of payment (issuance).	Not available for now.
LOT Polish Airlines (LO)	NDC booking can be cancelled until midnight local time (LT) on the same day of the payment (issuance). No payment is taken.	<p>NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance.</p> <p>Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.</p>
Malaysia Airlines (MH)	<p>NDC booking can be cancelled until the below time the closest of the midnight local time of the point of sale the same day of payment (issuance):</p> <ol style="list-style-type: none"> 1. 04:00 GMT 2. 08:00 GMT 	<p>NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance.</p> <p>Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.</p>

Airline	BSP VOID Window	ARC VOID Window
	3. 12:00 GMT 4. 16:00 GMT 5. 20:00 GMT 6.00:00 GMT No payment is taken.	
Nile Air (NP) Production ready	NDC booking can be cancelled until 00:00 GMT on the day after the payment (issuance). No payment is taken.	NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance. Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.
Qantas (QF)	NDC booking can be cancelled until 23.59 LT on the same day. No payment is taken.	When a transaction must be voided, ARC recommends that agents perform that void action directly in their GDS. This ensures that the both the GDS record, and the airlines' electronic ticket (ET) database are properly updated and reflect the void status of the transaction. The GDS void action must be performed in the GDS by 11:59 PM local time one business day following the date of issue. If a transaction is issued on a Friday, Saturday, or Sunday, it must be voided in the GDS by 11:59 PM local time on Monday. The next-business day GDS void window applies to all transactions. Straight sale and refund transactions become non-modifiable after the void window closes because that is when those transactions are reported to the airline. However, modifications may be made to the following transaction types until the sales report submission deadline: Exchanges, MCOs, AADs, and Adjustment Memos (Debit Memos, Credit Memos and Recall Commission Statements).
Qatar Airways (QR)	NDC booking can be cancelled until 00:08 GMT on the day after the payment (issuance). No payment is taken.	NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance. Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.
Saudia (SV) Pilot phase	NDC booking can be cancelled until midnight local time (LT) on the same day of the payment (issuance). No payment is taken.	NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance. Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.
Scandinavian Airlines System (SK)	NDC booking can be cancelled until midnight local time (LT) on the same day of the payment (issuance). No payment is taken.	NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance. Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.

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Singapore Airlines (SQ)	NDC booking can be cancelled until midnight local time (LT) on the same day of the payment (issuance). No payment is taken.	NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance. Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.
Tunisair (TU)	NDC booking can be cancelled until midnight local time (LT) on the same day of the payment (issuance). No payment is taken.	NDC booking with a point of sale in the United States can be cancelled without penalties within 24 hours of issuance. Voids must be processed through the same NDC platform and Office ID where the ticket was originally issued.
United Airlines (UA)	All NDC transactions are issued on United ticket stock, which follows United's 24-hour flexible booking policy allowing for a full refund within 24 hours of booking for flights departing more than one week from time of ticketing. If not, the fare rules determine the outcome of a cancelation. If a booking qualifies for the 24-hour flexible policy and is cancelled before 6am GMT, it will be processed as a void. If a booking qualifies for the 24-hour flexible policy and is cancelled after 6am GMT, it will be processed as a refund. While United does report NDC transactions to ARC and BSP, void/refund logic follows United's policies as outlined above.	All NDC transactions are issued on United ticket stock, which follows United's 24-hour flexible booking policy allowing for a full refund within 24 hours of booking for flights departing more than one week from time of ticketing. If not, the fare rules determine the outcome of a cancelation. If a booking qualifies for the 24-hour flexible policy and is cancelled before 6am GMT, it will be processed as a void. If a booking qualifies for the 24-hour flexible policy and is cancelled after 6am GMT, it will be processed as a refund. While United does report NDC transactions to ARC and BSP, void/refund logic follows United's policies as outlined above.

Note: The above table is for information only, as airlines can decide to change their rules anytime.