

# Announcement

## **Information on refunds for the purchase of tickets from Thomas Cook**

Alpha Bank Cyprus Ltd would like to inform Customers who have purchased air tickets from Thomas Cook using Alpha Bank Cards and wish to apply for a refund, that they should follow the procedure below:

- In case of purchasing the air ticket **directly from Thomas Cook**:  
Print, complete and sign the form, by clicking [here](#).
- In case of purchasing the air ticket **from a Travel Agent**:  
Print, complete and sign the form, by clicking [here](#).
- Attach copy of your air ticket (booking confirmation/ itinerary).
- Send all documents by E-mail to: [alphacards@alphabank.com.cy](mailto:alphacards@alphabank.com.cy) or deliver them to any Branch of Alpha Bank Cyprus Ltd.

Alpha Bank Cyprus Ltd bears no responsibility in case of non refund of the entire amount or part thereof.

For more information, Customers may contact the Cards Support Department at 22 877477.

Nicosia, 23 September 2019