

## **Information for Consumers Regarding the Cessation of Service by Access Air**

On November 29, 1999, Access Air ceased flight operations and filed for protection under Chapter 11 of the bankruptcy code. Set f Access Air customers who have paid for future transportation or who have other claims against the carrier. At the time this fact shee information at 1-877-462-2237.

### **1. Transportation options**

If you purchased transportation from Access Air or from a travel agency where was Access was the "issuing carrier," you should att if you still wish to travel. However, consumers should realize that other airlines are not obligated to honor Access Air tickets. Under waive fare restrictions to allow you to purchase a lower priced replacement ticket than would otherwise be available. Since the leve should contact your travel agent or the airlines for specifics.

If you bought a ticket from another airline and that ticket includes a segment on Access Air, you may be able to use that ticket for tr a refund from the issuing airline. If you bought a ticket from a travel agency for Access Air transportation and the ticket shows anott be refunded or can probably be used for travel on another airline. In both of the above cases, if the new airline's fare is higher than difference. You should contact your travel agency or the airline that issued the ticket to arrange substitute transportation.

If you purchased your ticket from Access Air or from a travel agency that showed Access Air as the issuing carrier and the ticket inc other carrier will accept the ticket for its own segment as shown on the ticket. Airlines may or may not honor any Access Air segme tickets.

### **2. Refunds**

Access Air is under the protection of the bankruptcy court. Under bankruptcy law the carrier is not currently required to make refund had been requested prior to the cessation of operations.

As described at the beginning of section 1 above, if you have a ticket which includes Access Air transportation but it was purchasee which showed another airline as the issuing carrier, you can get a refund from the airline or travel agency that issued the ticket if yo transportation. If that airline attempts to assess a cancellation penalty or service charge, point out that Access Air canceled your fliq airlines' contracts of carriage generally require that they make such refunds on an "involuntary" basis, i.e. without assessing any ca

If you charged your Access Air transportation with a credit card (whether or not you received the ticket) and you have difficulty usin described above, you may be able to have the cost of the ticket credited to your credit card account as described below.

Write to the credit card issuer, being sure to state your account number. Enclose a photocopy of the ticket, itinerary or receipt if pos and the date it was purchased. If the transportation was partially used, identify the used and unused segments. State that Access A

that you will not receive the services that you charged to your account and that you are requesting a credit pursuant to the Fair Cre

This notice must be received by the credit card issuer no later than 60 days after the date that you received the first **monthly state** transportation, although credit card companies sometimes waive this deadline for future transportation. Some credit card issuers m are requested, keep photocopies and send the originals certified mail. Do not send the originals unless they are requested.

If you cannot take advantage of any of the transportation or refund options described above, you can file a claim in the bankruptcy form from any U.S. Courthouse. Fill it out, keep a photocopy if possible, and send the original to:

U.S. Bankruptcy Court  
U.S. Custom House  
721 19th Street  
Denver, CO 80202-2508

Make reference to Case #97-247-01-FBB. If possible, send a photocopy of your ticket or receipt. Do not send the original, unless it a refund. If a refund is made, it may not be for the full amount of the claim. The process will probably take several months at a mini

### 3. Baggage

As with refunds, Access Air is not required to make payments at this time for baggage or cargo claims (e.g., loss/damage/pilferage) a completed "Proof of Claim" form to the bankruptcy court.

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[Office of Aviation Enforcement and Proceedings](#) | U.S. Department of Transportation | 1200 New Jersey Ave, SE | Wa  
(Last Updated 07/15/2002)