

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

On September 19, 2000, Pro Air ceased flight operations and filed for protection under Chapter 11 of the bankruptcy code. Set forth Pro Air customers who have paid for future transportation or who have other claims against the carrier. At the time this fact sheet information at 1-800-477-6247.

### **1. Transportation options**

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

If you bought a ticket from another airline and that ticket includes a segment on Pro Air, you may be able to use that ticket for transportation refund from the issuing airline. If you bought a ticket from a travel agency for Pro Air transportation and the ticket shows another airline 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 the difference. You should contact your travel agency or the airline that issued the ticket to arrange substitute transportation.

If you purchased your ticket from Pro Air or from a travel agency that showed Pro Air as the issuing carrier and the ticket includes a segment, a carrier will accept the ticket for its own segment as shown on the ticket. Airlines may or may not honor any Pro Air segments or segments.

### **2. Refunds**

Pro Air is making no refunds at this time, even if a refund had been requested prior to the cessation of operations. The carrier is currently in court.

As described at the beginning of section 1 above, if you have a ticket which includes Pro Air transportation but it was purchased from another airline which showed another airline as the issuing carrier, you can get a refund from the airline or travel agency that issued the ticket if you do not want the transportation. If that airline attempts to assess a cancellation penalty or service charge, point out that Pro Air canceled your flight; airlines' contracts of carriage generally require that they make such refunds on an "involuntary" basis, i.e. without assessing any charges.

If you charged your Pro Air transportation with a credit card (whether or not you received the ticket) and you have difficulty using the ticket 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 possible and the date it was purchased. If the transportation was partially used, identify the used and unused segments. State that Pro Air canceled the flight and that you will not receive the services that you charged to your account and that you are requesting a credit pursuant to the Fair Credit Billing Act.

The credit card issuer must receive this notice no later than 60 days after the date that you received the first **monthly statement** for transportation, although credit card companies sometimes waive this deadline for future transportation. Some credit card issuers 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  
Western District of Washington  
315 Park Place Building  
1200 Sixth Avenue  
Seattle, WA 98101

Make reference to Case #00-09271. If possible, send a photocopy of your ticket or receipt. Do not send the original, unless it is 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 minimum.

### 3. Baggage

As with refunds, Pro Air is not making payments at this time for baggage or cargo claims (e.g., loss/damage/pilferage). You should file a 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 | Washington, DC 20590  
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