



## FAQs

### Read our Frequently Asked Questions.

To help our Guests we have compiled the following frequently asked questions to help you answer some of the most common questions. Should you not find the information you need from the FAQ or throughout our site, please feel free to call us for answers.

#### **Credit Cards and Security:**

**Q. Is my credit card information and personal data secure on this site?**

**A.** Yes. Your privacy is protected using SSL technology to encrypt data transmission such as credit card and personal information. For additional information, please see our privacy statement.

**Q. What forms of payment can I use to purchase my ticket?**

**A.** You must use a credit or debit card online, or may pay in cash at select locations or at the airports.

We accept the following credit cards: Visa, MasterCard and Discover.

**Q. Can I use someone else's credit card to purchase a ticket?**

**A.** Yes - Aruba Airlines allows third party purchases. Signed Authorizations are required for all call center sales in the U.S.

**Q. When will my credit card be charged?**

**A.** Your credit card will be charged when you confirm your reservation and enter your credit card number.

**Q. What Happen if when I enter my Credit Card Information does not show any response?**

**A.** You must contact Call Center in order to check if your credit card was approved, and avoid double charge.

#### **Fares:**

**Q. Are the fares I am viewing the lowest available?**

**A.** The fares displayed are the lowest available for the itinerary you have selected. You may check alternate dates/flights for lower fare offers.

**Q. How do I guarantee the fare I obtain on ArubaAirlines.com?**

**A.** In some cases a hold of 24 hrs is available to you. The ticket will be canceled if not purchased by the expiration of the hold time. We recommend you purchase your ticket to guarantee your fare.

**Q. How will I know what penalties apply to the fare I am purchasing?**

**A.** Aruba Airlines has very simple fare rules, not rules that vary according to the fare, so you can be sure that we are upfront with you in your transaction with us. Please see our fare rules page for an easy explanation, and in addition note the fare rules are outlined in the email confirmations that are send to you.

**Q Do you offer student discounts, or special fares for senior citizens and children?**

**A.** No Student discount rates are available, For Children under 12 years of age there is a %35 Discount on the Base Fare. Infants receive a %90 Discount and only the Elderly in Panama city receive a discounted fare.

**Q. How can I have a special fare for groups?**

**A.** Please call our reservations center and ask for our group desk to discuss your group needs.

**Q Do you accept unaccompanied minors?**

**A.** Yes, Aruba Airlines does accept Unaccompanied Minors. Minimum age is required when traveling in connecting flights. Please contact our Reservation Department through our call center for more information.

**Q. The fare I was interested in when I visited the site website is no longer shown in the booking system?**

**A.** Unfortunately seats can sell quickly, and a fare seen is only guaranteed by purchasing when possible.

**Making a Reservation:**

**Q. How do I book a reservation?**

**A.** You can make a reservation from the "Reservations" area on the Homepage. You may select your flights based on schedule or price.

**Q. If I don't have a credit card, can I still book a reservation online?**

**A.** If you would like to make your reservation and purchase your tickets online, you must have a credit card.

**Q. How many passengers may I confirm in one reservation?**

**A.** You may book up to 9 passengers (including child and infants) in one reservation. To book additional persons, you need only repeat the process.

**Q. How do I book travel to or from cities not listed in the options provided?**

**A.** Currently Aruba Airlines accepts bookings to and from our own gateway cities, as listed.

**Q. How do I know that my reservation is confirmed?**

**A.** Once you enter your credit card number, your reservation is confirmed. You will receive an email confirming your itinerary with your booking confirmation number.

**Q. What do I do if I did not received my ticket and I already made the purchase?**

**A.** Please send us an email: [webhelp@arubaairlines.com](mailto:webhelp@arubaairlines.com)

**Q. Can I make changes to a reservation that I have already made online?**

**A.** Of course, if you made a mistake, call us at our call center numbers, and we will remedy for you. A different and penalty for change may apply.

**Q. How close can I book a ticket on [arubaairlines.com](http://arubaairlines.com) ?**

**A.** You can book up to 2 hours before the departure. If the flight leaves in less than 2 hours, please go to the ticket counter at the airport.

**Q. How far in advance can I book a flight?**

**A.** You can book a flight up to 329 days in advance.

**Ticketing:**

**Q. Is it possible to cancel a booking and get a refund?**

**A.** Aruba Airlines policy is all fares are non refundable, they may be changed for a fee, or cancelled to an electronic voucher good for 365 days from the time of the reservation. Thereafter the ticket is no longer of any value.

**Q. Is it possible to change the booking?**

**A.** Yes a change can be made at any time up to 24 hrs prior to departure.

**Q. Can I buy a ticket for someone else?**

**A.** Yes - Aruba Airlines allows third party purchases. You may have to fill a form as an authorization.

**Q. What are my options for receiving my ticket?**

**A.** Aruba Airlines offers ticketless travel with a confirmation sent to you by fax, mail or e- mail. All you need at the airport is your travel documents (passport) and confirmation number.

**Q. May I cancel my reservation once it is confirmed?**

**A.** All Aruba Airlines ticket sales are final at the time of purchase. We offer Guests flexible ticket rules that allow the traveler to use an unused ticket for future travel. All unused ticket credits must be flown within one year of issuance. Should you need to cancel your reservation, an electronic voucher will be issues for future use. The electronic voucher is good for one year from the date of the original reservation and must be used within one year of that date. You may cancel your reservation by speaking with one of our Reservations Sales Agents:

**Q. How much does it cost to change my travel dates?**

**A.** Please check Web Fare Rules on the website for more information. For Guests who need assistance, please contact our reservations center.

**Q. Does Aruba Airlines offer connection flights?**

**A.** Aruba Airlines carrier and does not at this time offer connecting flights with other airlines.

**Q. Is Smoking permitted on Aruba Airlines Aircraft?**

**A.** Smoking is not permitted onboard on any of our flights

**Q. Can I reserve a particular seat while booking?**

**A.** Aruba Airlines offers seating arrangements upon check-in, on a first come first served basis. Please do check in early to save yourselves seats.

**Q. When and how do I check in?**

**A.** Our check in times are posted on the website in our information section. In general check in opens 3 hours prior to departure, and will close at 45 minutes prior to departure.

**Q Is it possible to ask assistance for passengers with special needs at the time of booking?**

**A.** Yes, Aruba Airlines will make all assistance arrangements for Guests with special needs. Please contact our reservations center, or email our guest services department for immediate assistance or clarification.

**Q What is Aruba Airlines pregnancy regulations?**

**A.** Aruba Airlines will accept pregnant guests for travel up to 27th weeks of pregnancy, provided the guest produces doctor approval for travel.

**Q Who do I need to contact if I want to unsubscribe from your Mailing List?**

**A.** When you receive an email from us, each email at the very end has user tools to allow you to update your email or to opt out altogether.

**Q How can I get in touch with Aruba Airlines to start a commercial relationship?**

**A.** Please call our head office and ask for our commercial department.

**USA** +1 855-527-8221

**Venezuela** +58 212-771-9041

**Aruba** +297 583-8300

**email:** [guest@arubaairlines.aw](mailto:guest@arubaairlines.aw)

**Website Support :** [webhelp@arubaairlines.com](mailto:webhelp@arubaairlines.com)

**Finance:** [finance@arubaairlines.aw](mailto:finance@arubaairlines.aw)

**Reservations:** [reservations@arubaairlines.aw](mailto:reservations@arubaairlines.aw)