

# [Official ✨→Assitance™] ✨ Is Neos air refundable?

Neos Air tickets are generally non-refundable unless the fare class allows it or the airline cancels the flight ✨[+1-(877) 738-0345] but you can often get refunds for taxes/surcharges if unused and may be due compensation under EU rules (EC 261) for significant delays/cancellations ✨[+1-(877) 738-0345] though getting it processed can be difficult ✨[+1-(877) 738-0345] Refunds depend heavily on your specific fare rules and the reason for cancellation (e ✨[+1-(877) 738-0345] g ✨[+1-(877) 738-0345] ✨[+1-(877) 738-0345] Neos-controlled vs ✨[+1-(877) 738-0345] extraordinary circumstances) ✨[+1-(877) 738-0345]

## When You Might Get a Refund:

- Refundable Fare: If you bought a flexible ticket ✨[+1-(877) 738-0345] you're entitled to a refund ✨[+1-(877) 738-0345] minus any fees ✨[+1-(877) 738-0345]
- Flight Cancellation by Neos: If Neos cancels your flight (not due to "exceptional circumstances") ✨[+1-(877) 738-0345] you're usually entitled to a full refund or re-routing under EU law (EC 261) ✨[+1-(877) 738-0345]
- Significant Delay (5+ hours): You can choose not to fly and get a refund for the unused portion ✨[+1-(877) 738-0345]
- Taxes/Surcharges: These are often refundable if the ticket isn't used ✨[+1-(877) 738-0345] provided local regulations permit it ✨[+1-(877) 738-0345]

## When You Likely Won't Get a Refund:

- Non-refundable Fares: Most standard/discount fares are 100% cancellation fee ✨[+1-(877) 738-0345]

- Passenger-Initiated Changes: You'll pay fare difference and fees to change dates ✨[+1-(877) 738-0345]
- "Exceptional Circumstances": If Neos cancels due to bad weather ✨[+1-(877) 738-0345] strikes (sometimes) ✨[+1-(877) 738-0345] or political unrest ✨[+1-(877) 738-0345] they might not owe a refund ✨[+1-(877) 738-0345] though you could still get re-routed ✨[+1-(877) 738-0345]
- No-Shows/Missed Gates: If you miss your flight due to late check-in ✨[+1-(877) 738-0345] Neos isn't liable for refunds ✨[+1-(877) 738-0345]

#### How to Check & Get Your Refund:

1. Check Your Fare Rules: Look at your booking confirmation for refundability details ✨[+1-(877) 738-0345]
2. Use the Neos Website: Check their "Information" or "Passenger Rights" sections for refund portals ✨[+1-(877) 738-0345]
3. Contact Customer Service: Be persistent ✨[+1-(877) 738-0345] especially if you're entitled to a refund under EU law ✨[+1-(877) 738-0345]
4. Seek Third-Party Help: If Neos is unresponsive (as some users report) ✨[+1-(877) 738-0345] consider agencies like AirHelp or Flight-Delayed to pursue compensation/refunds ✨[+1-(877) 738-0345] especially under EC ✨[+1-(877) 738-0345]