Advanced Air, LLC
Ticket Package/Membership Account Guide

Please Note: All bookings made within your account must be created, altered, and refunded from within your portal for proper processing.

To Access Your Account:

1. To access your account, go to the following link:
   https://advancedairlines.com/account-login
2. Enter Log-in and Password you created and select Login.
3. This is your dashboard. You may do the following here:
   i. **Book, View, Edit, and Cancel Reservations**
   ii. **View available credit and deposit additional credit (eligible ticket packages only) Please note: You will need to purchase a separate ticket package for each city pair or route.**

To Book a New Reservation: Log into your account and select the Book Flight button and proceed with prompts. When you reach the Reservation Charges page, you may review and download applicable Terms and Conditions and Operator Participant Agreement. You will be prompted to select "I have read and accept the above" in order to complete your reservation.

The portal will deduct applicable funds from your account once flights are confirmed.

To Edit or Cancel/Refund a Reservation: Log into your account, click Edit Reservation and enter the reservation code or last name in the appropriate fields, then click Search.

You will then have the option to cancel leg(s) from your itinerary or edit them. Should you cancel any portion of your trip, funds will be deposited back into your account immediately.

Note: Flights must be cancelled no later than 30 minutes prior to scheduled departure to receive credit. A No Show fee (i.e., forfeiture of applicable fare) will be applied automatically if this requirement is not met. *Flights must be cancelled within your portal for the funds to automatically credit back to the account. Failure to do so will result in credit not appearing in your account.*

To View a Reservation: Log into your account, click Edit Reservation and enter the reservation code, last name, or departure date and city in the appropriate fields, then click search. You will be able to pull all the reservations booked under your account. Note: If you have reservations under different last names, you will need to enter those separately.

Name Changes: Should you require a name change on a reservation, you must log in to your bulk ticket account and cancel/refund the original reservation and rebook with the correct passenger's information in your portal.

To View Your Credit Balance: Your balance can be seen under the Credit Available area (beneath your company name) when you log in.

To deposit funds (eligible Ticket Packages only; Not Valid for Membership Accounts): Log into your account you wish to add funds to, click the Deposit button. The next page will prompt you for your billing information. The minimum deposit required will depend on the Ticket Package purchased.

To View All Transactions On Your Account:
Log into your account, on the dashboard click Company Info.

Then select your company from the dropdown list, then select the transaction dates. Please Note: you may only search 100 days at a time.

All transactions will show below. If they are listed with a:
C - notates a credit to your account
D - notates a deduction from your account