



Reimbursement of Ticket Tax

Dear passenger,

We would like to inform you about the following:

Recently you have purchased a ticket with Austrian Airlines with departure after 01 July 2009. This means that you also have paid the Ticket Tax. The level of the Ticket Tax depends on your destination and it is the same for both, single and return flights. Flights within the European Union are taxed at a rate of EUR 11.25 per person. All other destinations are taxed at a rate of EUR 45.00.

As you have probably learned from the media, the Dutch Government has decided that from 1 July 2009 onwards, no extra Ticket Tax will be levied as a measure to alleviate the economic crisis. This decision was also taken thanks to the protests from ANVR (Algemene Nederlandse Verbond van Reisburo's) and BARIN (Board of Airline Representatives in The Netherlands). Austrian Airlines is welcoming this decision very much and has decided to reimburse this amount to our passengers.

To claim this amount, we would like to ask you to fill out the "Ticket Tax Refund form" which you can find on our website, and send it to internet.help@austrian.com. Or you can also fax the form to:
+ 43 5176654230.

Because of our internal administrative process, we will reimburse the original ticket amount to your credit card. Then, the new amount, without the Ticket Tax, will be charged from your credit card.

For completeness, we would like to bring to your attention that reimbursement of the Ticket Tax is only applicable for flights departing from a Dutch airport. Thus, this tax does not apply for airports outside of The Netherlands.



I would like to thank you for your reservation on www.austrian.com and look forward to welcoming you aboard of one of our Austrian Airlines flights again in the future.

Yours sincerely,

A handwritten signature in blue ink, appearing to be "Léon B. Jansen".

Léon B. Jansen
Country Manager for the Netherlands