

Travel Alert – Santa Barbara Airlines: Suspended All Flight Operations as of January 26, 2018

tlc@onetravel.com



Thank you for booking with .com

This message is in reference to booking # **44552523**

Dear **Maria**,

The National Institute of Civil Aeronautics (INAC) suspended the operation certificate of the Venezuelan airline Santa Barbara Airlines (SBA) for 90 consecutive days, due to the "impossibility of fulfilling its scheduled itinerary and the problems in the provision of its service." The INAC also explained that SBA is obliged to provide assistance and protect passengers who have contracted service, in accordance with the country's aeronautical laws.

If you have already requested a refund through us, the refund most likely was not process as all refund have been blocked through normal channels. Santa Barbara Airlines is requesting customers with a pending refund or active reservation to go to the nearest SBA ticketing office to confirm your refund status or to have the refund processed.

Customers still holding a live reservation on Santa Barbara Airlines are advised to not go to the airport, as there will be no airline staff to assist you through April 26th and to contact your local SBA office directly for updated booking information.

For more information about Santa Barbara Airlines and local SBA offices, please reference the following contact information:

SBA Call Center 0800-VOLANDO (8652636), in USA + 001- (786) 4371800

Caracas: Calle 3B de La Urbina Tokay Tower Building

Monday-Friday from 9:00 am to 4:00 pm.

Miami: [9600 NW 25th Street](#) , PB Doral. FL 33172.

Monday-Friday from 9:30 am to 1:00 pm.

Other Santa Barbara Airlines Contact Offices:

<https://www.sbairlines.com/seccion/cont%C3%A1ctenos>

Thank You,

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