

# Frequently Asked Questions

## General Aviation & Business Aviation

**Will I get a refund if I do not use my reservation?**

No, a refund is not possible. For further information considering refunds, we refer to the general terms and conditions.

**I made a mistake in my reservation. Is it possible to get a refund?**

No, a refund is not possible. You may change your reservation twice without additional charge. For further information considering refunds, we refer to the general terms and conditions.

**How many hours before departure/arrival can I still change my reservation?**

You can change your reservation up to two hours prior to arrival / departure.

**How often can I change my reservation without additional charge?**

You may change your reservation twice without additional costs. Once you have used your two free changes, the reservation expires and you will need to submit a new reservation request.

**I have not received my invoice. What should I do?**

Send an email request with your PPR number to [ppr@eindhovenairport.nl](mailto:ppr@eindhovenairport.nl). We will email the invoice as soon as possible.

**The arrival / departure time has changed by one hour. Should I change my reservation in the web shop?**

No, you have a leeway of one hour before and one hour after the reservation. However, if the time changes more than one hour, you need to apply for a change in the web shop.

**I cannot complete my payment. What should I do?**

There are various possibilities:

- Is the credit card security code entered correctly?
- Do you have sufficient funds?
- Are you authorized to use this credit card?

If you still have problems with payments, please send an email to [ppr@eindhovenairport.nl](mailto:ppr@eindhovenairport.nl).

**My aircraft type is not available in the PPR web shop. How can I solve this?**

Please send an email to: [ppr@eindhovenairport.nl](mailto:ppr@eindhovenairport.nl), containing information of the aircraft type. We will add the type to the system. Once added, it will be possible to make a reservation.

**I can't make a PPR reservation. The "web shop" states "Max capacity reached".**

The maximum number of PPR availability has been reached. Please try another time slot.