

Azerbaijan Airlines (AZAL) Flight Change: Rules, Fees & How to Do It

Fare classes, change fees, deadlines and refund timelines — decoded fee by fee, so you don't make a costly last-minute mistake.



The last-minute modification of your Azerbaijan Airlines Flight booking may have seemed easy at first glance but upon opening the fare rules, it has become confusing, with the amounts, percentages, and time frames constantly changing depending on whom you ask. The only clear thing is that the modification of the flight might cost you an additional amount, which could either be relatively small or large in comparison to the overall price of your AZAL ticket.

In order for you not to make an impulsive and costly decision because of confusion, this guide will explain the process of modifying your Azerbaijan Airlines Flight Change, fee by fee and fare by fare. Not the hidden text, but a step-by-step guide to modifying. Since the closer it gets to your departure date, the higher the price becomes, in this blog, you will learn all the rules necessary to change your flight.

What Is AZAL's Flight Change Policy?

The airline does not offer a universal policy for making changes to every ticket, but only flexibility that depends on the original fare class and brand. It means that even when two passengers fly in one flight, they can have totally different policies based on the price they paid.

Four rules that apply across every fare:

- **Downgrading of your service class is impossible via changes:** If you booked business, you can rebook another one in business, but there is no chance to save money by booking Economy.
- **All fare differences are always counted separately from the change fee:** Even when you get an exception from change fees, if you decide to move to a more expensive date or route, you will need to pay for the fare difference.
- **Tickets with mixed classes have flexibility according to the lower class:** In case there are two different classes in one itinerary, you can get a refund according to the lower class.
- **Rerouting is counted separately from a rebooking process:** In case of changing your route or destination, you will need to pay both change fees and fare differences.

How Flexibility Scales by Fare Tier

Fare Tier	Change Flexibility	Typical Cost Structure
Basic / Discounted Economy	Most restrictive	Often carries the steepest rebooking penalty, sometimes disallowed
Standard Economy	Moderate	Rebooking allowed with a set fee plus fare difference
Flexible Economy	Higher	Lower or reduced fees, more forgiving deadlines
Business (e.g. COWIN fare)	Most flexible	Penalty percentage of fare rather than a flat fee, varies by timing

As these classes of tickets are not always labeled the same in all the routes and regions, it is necessary to check the exact conditions of the fare shown at the time of booking in order to be completely sure about the terms of your ticket.

Special Passenger Categories

It should also be known by families traveling with children that there are special discounts incorporated into the fare system of AZAL and they affect the change and rebooking process as well. Children aged from 2 to 12 years usually get a 25% discount on the adult ticket and infants younger than 2 years old who travel on the lap of an adult passenger have much bigger discounts, usually of 90% on the basic fare. In case of rebooking a child/infant fare ticket, the same discount percent usually applies but the difference of the fare will also be charged.

One more thing is that infant tickets bought in certain fare classes have reduced luggage allowance in comparison with adults and that sometimes is easy to forget while considering only the rebooking charge.

How Do You Change Your AZAL Flight Online?

In most cases of changing the date or time of the flight, AZAL provides a self-service option, unless you have chosen a fare that can be changed without calling anyone.

1. Log in to the official Azerbaijan Airlines website and go to the "Manage Booking" section.
2. Enter your booking code number and surname to access your booking details.
3. Change your flight segment depending on the date or time of the flight or, in some cases, route.
4. Check out the information about fare rules for your ticket that will provide you with the possibility of changing it and additional costs.
5. Pick up new flight options and check the difference in fare.
6. Pay the change fee and the difference in fare if necessary.
7. Remember that you need to keep your confirmation for future use, since the new itinerary replaces the old one.

Booked through a travel agency or third-party site?

- If you're original booking was made via third-party websites, like travel agencies or other providers, and not azal.az. Then the management system cannot recognize your booking and you should contact the agency where the ticket was booked.

Does AZAL Charge a Fee to Change Your Flight?

Yes, that is mostly the case; although the structure may depend largely on your fare type and type of change you want to make. Instead of using one rate for all services offered, AZAL distinguishes between different types of fees.

Type of Change	How It's Typically Charged
Simple date/time rebooking	A rebooking fee tied to fare class, plus any fare difference
Rerouting (changing destination)	A separate per-segment rerouting charge, on top of the fare difference
Business class rebooking	Charged as a percentage of the fare, which shifts with timing
Award ticket rebooking (AZAL Mile members)	Often discounted or waived for higher-tier members before departure

Some particular fare types do not use fixed rebooking fees for business class tickets, but calculate the percentage of the total price instead; in addition, this percentage increases depending on how much time has already passed after the original date of departure. Changes in the route, which means changing the route itself or destination city, usually have their own fee, which differs from the regular rebooking fee, as it is considered a bigger change to make.

Sometimes passengers belonging to the loyalty program and having higher levels of AZAL Mile receive a discount or exemption from paying extra fees. When making changes to their award ticket, especially when the change is done before the original departure date.

For comparison of the percentage of the business class fee, it can be stated that a passenger owning a Business class ticket and needing to change it prior to the original departure date. Later, facing the payment of a smaller percentage of the total price paid for it, while the same rebooking made after the original departure date requires a larger percentage of the total price.

Is There a Deadline for Changing an AZAL Ticket?

Timing is an important consideration not only in the potential possibility of making a change but also in its price. In the majority of cases and regardless of which airline a passenger is traveling with, changes requested earlier than departure are less expensive and more likely than last-minute requests.

There are several timing considerations that it's worthwhile to know about:

- Earlier changes are generally subject to less severe penalties than last-minute changes.
- There are some fares that prohibit changes once the flight has departed, so missing a flight on a restricted ticket means that the passenger cannot book a replacement flight.
- In cases where a part of the ticket has already been used, it's subject to different policies than a fully unused ticket. Once a part of an itinerary has been used, e.g., when a single leg of a round trip has been flown, the rest of the tickets will be evaluated differently.
- Tickets purchased via AZAL Mile awards generally have more generous time limitations for top-tier members when changes are requested prior to the original flight date.

Since deadlines and escalations depend on the fare brand, the best way to ensure that one is not jeopardizing his/her flight is to read the fare rules associated with his/her particular ticket as soon as he/she finds out about any changes.

How Long Does a Refund Take After a Change?

In case the change in your flight leads to a partial refund instead of a rebooking, the processing period will depend on how you originally booked your ticket. If the ticket has been booked directly on AZAL Airlines' website and was paid for using a credit or debit card, then the refund processing period is expected to be around 30 business days. In case the tickets have been purchased from a third-party travel agency, it means that your refund processing period will be determined by the policy of the travel agency, because it will process the payment information and not Azerbaijan Airlines Flight Change itself.

What If You Need Help Changing Your Flight?

Every circumstance does not fit perfectly into the self-service online service, which is why AZAL additionally provides several ways to contact representatives when extra help is needed.

- **AZAL Help Center:** It has a request form along with live chat and WhatsApp options for contacting representatives. If one needs to discuss something face-to-face and does not feel comfortable handling the change procedure on their own. This way usually works fine in case of a denied visa, any medical issues, and some other reasons that do not fit the regular date change procedure.
- **Contact AZAL Call Center:** via email when one needs information regarding a refund or a ticket change when tickets were bought directly on the website of the company, especially if there is a need for a partial refund of the ticket.
- **Travel agencies and third-party booking platforms:** Through a travel agency or a third-party booking service, then you will most likely need to contact the same agency to make changes.

- **Special circumstances:** There may be some exceptional cases, such as denial of a visa or medical emergencies, that are eligible to be treated as an exception to the usual voluntary changes. These instances are generally best managed by submitting your request using the form at the Help Center.

Final Words

Deadlines, price levels, and percentages for penalties will surely confuse you if you do not pay close attention. But once you look past the complexity, the logic is very easy to understand; your fare class will define how much flexibility you have; timing will determine how much you are actually going to pay, and if you do it before your original departure day, it will be cheaper in most cases. At this point, just go to azal.az to check your fare rules.

Frequently Asked Questions

Can I change my AZAL flight for free?

It will depend on your specific fare and membership level. Some fares in Business class as well as other AZAL Mile award flights might allow rebooking without charge prior to departure, while most Economy fare types require a rebooking fee plus the difference in fares.

How do I contact AZAL to change a flight?

You may make changes to your flight using the "Manage Booking" feature for simple tasks or contact the Help Center by filling out their support request form, chatting live, or sending a message on WhatsApp. Flights booked via travel agencies should be changed via those agencies.

Can I change my destination, not just my dates?

Yes, and this will be considered rerouting instead of a regular rebooking, which comes with a separate fee per segment in addition to the difference in the fares.

What happens if I don't use my ticket at all?

This will depend solely on the terms and conditions of the fare you have used to purchase your ticket. There are some fares that allow partial refunds, minus a penalty, whereas other fares do not allow any refund at all. The best way to find out about your options is to check your fare terms and conditions.