

Updating multiclass RBDs & fare conditions for international flights		
Date 30 November 2014	Reference number 201411301	Implementation date 01 December 2014

This is an update for the previous bulletin **201301304** issued on 30 January, 2013 and bulletin **201403283** issued on 28 Mars 2014, related to multiclass and its fare conditions.

Starting from December 01, 2014, new rules will be applied from Saudia network as follows:

Class type:

Economy class	Super saver	Value economy	Premium economy
	V / N / U	T / Q / L / H / M / K / B / E	Y
Business class	Value business	Premium business	
	C / D / I	J	
First class	First class		
	F / P / A		

Notes :

- For tickets issued before 01 December, 2014 the original rules and fees for revalidation, reissue and refund at the date of issuance must be applied.
- For tickets issued on/after 01 December, 2014 the new rules and fees for revalidation, reissue and refund must be applied.
- It is recommended to use automated ticket exchange tool such as ATC, Rapid Reprice or Automated Exchanges for all cases of reissuance, revalidation and collection of related fees.
- In case that the automated ticket exchange tool doesn't work, then manual entries are allowed (send cases that doesn't accept ATC to gdssupport@saudiairlines.com to be activated).
- The Sales agent should check fare notes, conditions and fees "Informative prices", available in the Global Distribution System used by him before performing the reissuance process to double check the fees and restrictions.
- The new RBDs accept all forms of payment (i.e. CASH and credit cards accepted by SAUDIA in the local market).
- U/class is added to supersaver classes.

Partially used tickets:

In case of partially used tickets and there was a fare increase, then no fare difference to be collected and accept the ticket as it is.

- To calculate fares using old conditions, for tickets issued before 01 December 2014, please use the following entries:

Tickets issued through TSPs FXQ/R , **Date of issue**

Definition	Entry
Main entry	FXQ/R,
Date of issue	Date of issue

Unused ticket:

In case of totally unused tickets and a fare increase occurred, then agents are to collect fare difference before travel, except tickets issued from/to the United States of America.

- For unused tickets that are issued before 01 December 2014, reissuance is to be done plus collecting the fare difference if any, through using the entry (FXQ), and collect the old reissuance fees manually if the ATC didn't work.

Tables below shows the new fees (fees in Riyals) or to its equivalent, except Canada station in Canadian dollar (CAD)

From, to the Middle East and Arabian Gulf						
Economy class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	class
Not allowed	Open	SAR 300	SAR300	SAR 400	Adult	Super saver (V/N/U)
25% of coupon value		SAR 200	SAR 200	SAR 300	Adult	Value economy (T/Q/L/H/M/K/B/E)
		Free	SAR 150	SAR 150	Adult	Premium economy (Y)
Business Class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	class
25% of coupon value	Open	SAR 200	SAR 200	SAR 300	Adult	Business value (I/D/C)
		Free	SAR 150	SAR 250	Adult	Premium business (J)
First Class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	class
25% of coupon value	Open	Free		SAR 300	Adult	First class (F/P/A)

From/to United States of America & Europe						
Economy Class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	class
Not allowed	Open	SAR 600	SAR 600	SAR 1000	Adult	Super saver class (V/N/U)
25% of coupon value		SAR 350	SAR 350	SAR 550	Adult	Value economy (T/Q/L/H/M/K/B/E)
		Free	SAR 250	SAR 300	Adult	Premium economy (Y)
Business Class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	class
25% of coupon value	Open	SAR 300	SAR 300	SAR 400	Adult	Value business (I/C/D)
		Free	SAR 250	SAR 350	Adult	Premium business (J)
First Class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	class
25% of coupon value	Open	Free		SAR 400	Adult	First class (F/P/A)

From/to Asia						
Economy Class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	Class
Not allowed	Open	SAR 250	SAR 250	SAR 400	Adult	Super saver class (V/N/U)
25% of coupon value		SAR 150	SAR 150	SAR 250	Adult	Value economy (T/Q/L/H/M/K/B/E)
		Free	SAR 100	SAR 200	Adult	Premium economy (Y)
Business class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	Class
25% of coupon value	Open	SAR 150	SAR 150	SAR 250	Adult	Value business (I / D / C)
		Free	SAR 100	SAR 200	Adult	Premium business (J)
First class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	Class
25% of coupon value	Open	Free		SAR 300	Adult	First class (F / P / A)

From/ to Africa						
Economy class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	Class
Not allowed	Open	SAR 250	SAR 250	SAR 350	Adult	Super saver (V/N/U)
25% of coupon value		SAR 175	SAR 175	SAR 250	Adult	Value economy (T/Q/L/H/M/K/B/E)
		Free	SAR 150	SAR 200	Adult	Premium economy (Y)
Business class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	Class
25% of coupon value	Open	SAR 200	SAR 200	SAR 300	Adult	Value business (I/D/C)
		Free	SAR 150	SAR 200	Adult	Premium business (J)
First class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	Class
25% of coupon value	Open	Free		SAR 300	Adult	First class (F/P/A)

To Canada						
Economy class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	Class
Not allowed	Open	SAR 600	SAR 600	SAR 1000	Adult	Super saver (V/N/U)
25% of coupon value		SAR 350	SAR 350	SAR 550	Adult	Value economy (T/Q/L/H/M/K/B/E)
		Free	SAR 250	SAR 300	Adult	Premium economy (Y)
Business class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	Class
25% of coupon value	Open	SAR 300	SAR 300	SAR 400	Adult	Business value (I/C/D)
		Free	SAR 250	SAR 350	Adult	Premium business (J)
First class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	Class
25% of coupon value	Open	Free		SAR 400	Adult	First class (F/P/A)

From Canada (Canadian dollar)						
Economy class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	Class
Not allowed	Open	CAD 184	CAD 184	CAD 307	Adult	Super saver (V/N/U)
25% of coupon value		CAD 107	CAD 107	CAD 169	Adult	Value economy (T/Q/L/H/M/K/B/E)
		Free	CAD 77	CAD 92	Adult	Premium economy (Y)
Business class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	Class
25% of coupon value	Open	CAD 92	CAD 92	CAD 123	Adult	Value business (I/D/C)
		Free	CAD 77	CAD 107	Adult	Premium business (J)
First class						
No show (coupon status S)	Allowed period for change before flight departure	Revalidation fees (change travel timing)	Rerouting fees (reissuance)	Refund fees	Passenger title	Class
25% of coupon value	Open	Free		CAD 123	Adult	First class (F/P/A)

General rules & conditions:

1. RBDs and its fares are only applicable on Saudia network only.
2. The above fees are applied to child and infant's discount as follows:
 - ✓ 75% of adult's fees to children
 - ✓ 10% of adult's fees to infants
3. It is mandatory to have a confirmed booking for all sectors, open sectors aren't allowed.
4. (V/N/U) on economy super savers, and (I) on value business are only valid for RT flights, OW flights aren't available.
5. (V/N/U) classes on economy super saver, accept revalidation and reissuance upon the same classes or higher and accepts refund before departure time.
6. In case that a passenger requested to cancel his/her reservation, then a new booking must be made or the ticket must be refunded after collecting the refund fees if any and never leave the ticket open.
7. If a passenger cancelled his booking through IVR or SAUDIA website, and requested a new booking, then agents should not collect the 25% fees and should only collect the fees mentioned in the tables above given that the coupon status is (O).
8. If a passenger wishes to upgrade his/her class from economy to business/first or from business to first, then fare difference is to be collected only not any other fees.
9. In case of no show with an (S) coupon status (except super saver classes), then a 25% of coupon value is to be collected, as for super saver classes (V/N/U), those coupons will be closed and their status will change to (Z), and agents need to deal with closed coupon as used, and only taxes will be refunded for closed coupon.
10. In case of no show, with a coupon status (S), and the passenger wishes to (refund/reissue/revalidate), then fees should be collected which ever higher given that the process is done within the same agent's sales report.
11. No show fees with a coupon status (S) are to be collected for the suspended coupon only not upon the whole ticket.
12. 25% as no show fees will be collected upon the whole ticket with an (S or O) status after the departure of the return flight.
13. In case of no show with a (Z) coupon status, then to consider the coupon as used and a passenger is only allowed to use other coupons in sequence (conditions are to be applied).
14. Upsell or downgrade within the same cabin class is allowed upon availability.
15. The higher fee is to be collected when (reissuance – refund) is done for a multi class ticket.
16. Fare conditions are to be checked on regular basis for all classes, and to ensure that all information is available such as fare's validity and fees.
17. Fare validity is to be checked before issuing the ticket and the customer is to be informed.
18. Unless otherwise stated in the e-ticket or in the price or tariff's applicable conditions (which may limit the duration of the ticket validity), it is considered valid for one year from the date of issuance or subject to the beginning of the first travel trip made within one year starting from issuance Date and valid for one year starting from the date of the first travel trip.
19. In case of Involuntary rerouting, then to deal with the tickets as current procedure and provide alternatives trips according to availability regardless of fare conditions, and are to be compensated if not accepted on the flight.

20. In case of involuntary downgrade, then to apply fares of the following classes, for the purpose of fare difference refund:

Basic reservation class	Class	Downgraded to	Special classes to calculate refund from
First class	F, P, A	Business class	D
First class	F, P, A	Economy	B
Business class	J,C,D,I	Economy	K

Conditions to use tickets with coupon status (Z):

As a result of updating SAUDIA's Departure Control System, the system will reject any ticket with a (Z) status for the first coupon, where it will deal with the ticket as not used in sequence, as a result to that please follow the below:

- In case of no show with a (Z) coupon status, with an automatically cancelled return reservation, and the client wishes to return with the same class and date, then do as follows:
 - ✓ Reissue the ticket on the return flight with the same class and date without collecting reissuance fees
 - ✓ Recalculate the fare manually from the start of the flight as shown in the original ticket
- In case of a no show with a (Z) coupon status, and the return reservation is cancelled automatically, while the client wishes to return with the same ticket but with a higher class or a new date, then do as follows:
 - ✓ Reissue the ticket on higher class according to availability, with collecting fare difference & reissuance fees.
 - ✓ Reissue the ticket with the new date and higher class if available with collecting the fare difference & reissuance fees

Accepting GO-SHOW passengers

Procedures	Upgrade class	Reservation class	Class
Collect fare difference only	P	A	First class
Accepted with same classes with no fees	F,P	F,P	
Fare difference is to be collected and reissuance fees	C	D,I	Business class
Accepted on the same class and revalidation fees to be collected	C	C	
Accepted with same classes with no fees	J	J	
Fare difference is to be collected and reissuance fees	M	H,L,Q,T,X,N,V,U	Economy class
Accepted on the same class and collect revalidation fees	E,B,M,K	E,B,M,K	
Accepted with same classes with no fees	Y	Y	

Example:

Display fare conditions from Jeddah to Paris on 20 January, 2015

Amadeus: FQDJEDPAR/D20JAN15
 Galileo: FD20JANJEDPAR
 Sabre / Abacus: FDJEDPAR20JAN
 Worldspan / Axxess: 4FJEDPAR20JAN
 Apollo: \$DJEDPAR20JAN

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>FQDJEDPAR/D20JAN15
20JAN15**20JAN15/SV JEDPAR/NSP;EH/TPM 2758/MPM 3336
LN FARE BASIS OW SAR RT B PEN DATES/DAYS AP MIN MAX R
02 NRTSVR      2470 N NRF S01JAN 31DEC+ - 3+ - M
03 TRTSVR      2800 T + S01JAN 31DEC+ - - - M
04 QRTSVR      3136 Q + S01JAN 31DEC+ - - - M

>FQN3
** RULES DISPLAY **          TAX MAY APPLY
20JAN15**20JAN15/SV JEDPAR/NSP;EH/TPM 2758/MPM 3336
LN FARE BASIS OW SAR RT B PEN DATES/DAYS AP MIN MAX R
03 TRTSVR      2800 T + S01JAN 31DEC+ - - - M
FCL: TRTSVR TRF: 22 RULE: 11SV BK: T
PTC: ADT-ADULT      FTC: ER -ECONOMY RESTRICTED
RU.RULE APPLICATION
BETWEEN SAUDI ARABIA AND EUROPE FOR ECONOMY RESTRICTED FARES
RESTRICTED NORMAL FIRST/BUSINESS/ECONOMY CLASS FARES
APPLICATION
AREA
    
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GDS Sales Strategies

استراتيجيات المبيعات عبر نظم التوزيع الشامل

ALFURSAN Rewards:

ALFURSAN reward tickets are excluded from above fees and being dealt with according to rules & conditions related to redeeming miles into reward tickets.

Saudi Arabian Airlines, GDS Sales Strategies

إذا كان لديكم أي استفسار أو تعليق على هذه النشرة، نرجو التواصل على البريد الإلكتروني التالي:
If you have any questions or comments on this bulletin, please contact:

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