



Sales Strategy

URGENT BULLETIN

استراتيجية المبيعات

نشرة عاجلة

Update on New Booking Classes (RBDs) and General Fare Conditions		
Date: 29 JUL 2012	Reference: 201207291	Effective date: 01 AUG 2012
Distribution List: GDSs and Travel Service Providers worldwide		

Update for our previous BULLETIN: 201103301 New booking classes (RBDs) and general fare conditions.

Starting from **01AUG12**, the new rules for multi classes will be as follows:

First Class: F, P, A

Business Class: J, C, D, I

Economy Class: Y, W, B, K, M, H, T, L, Q, X, V

The new fees in SAR will be as follows:

Area	Refund Reroute Rebooking	No-Show
(From / To) Middle East / Gulf / Africa	150 (ADT)	25%
(From / To) Asia	100 (ADT)	25%
(From / To) Europe / USA	250 (ADT)	25%

The following RBDs will be excluded from the above table except for NO-SHOW:

F/class cabin and all F/class RBDs (A, P, F) including NET fares and SPA

J/class major RBD (J) including NET fares and SPA

Y/class major cabin (Y) including NET fares and SPA

Note:

- All old conditions will be applied for all tickets issued before 01AUG12.

Airport Go-Show:

- All passengers holding (V, X, L, T, Q, H) class tickets are not accepted for go show. In this case, tickets must be up sold to (M/Class) plus the collection of rebooking fees.

Fares will be marketed with the following names ("Fare Families"), denoting their relative cost and flexibility:



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Class	Fare Family Name (EN)	Fare Family Name (AR)	RBDs
Guest	Guest "Super Saver"	" الضيافة التشجيعي "	V, X
Guest	Guest "Value"	" الضيافة الإقتصادية "	T,Q,L,H,M,K,B
Guest	Guest "Premium"	" الضيافة المميز "	W,Y
Business	Business "Value"	" الأعمال الإقتصادية "	I
Business	Business "Premium"	" الأعمال المميز "	D,C,J
First	First "Premium"	" الأولى المميز "	A,P,F

General rules and conditions

1. Fares and booking classes are valid on SV network only.
2. Confirmed reservations for all sectors are MANDATORY to purchase a ticket. OPEN segments are NOT PERMITTED except for major classes (F, J, Y).
3. Waiting list is not permitted for V,X,I,A Classes.
4. For V and X classes, ticketing must be completed within 24 hours after reservations are made.
5. Same discount applies for Child/Infant depending on ticket discount percentage.
6. Applying discounts for (Military, Disabled, Blind ... etc) are not permitted on SVR fares. Only IATA fares (YY) apply.
7. Cash, Credit, company invoice will be accepted as form of payment.
8. 90\$ will be applied for each stop for six freedom.
9. **When a passenger is holding (T/Class or higher) ticket and wants to cancel his/her booking, a new booking has to be made or a ticket refund has to be done in accordance to the Fees table above and never leave the ticket open. Once the ticket is left open, all fees for (rebooking / reissue / reroute / refund) will be 25% of coupon value.**
10. In case of no show, 25% of coupon value should be charged, except for (V, X Classes) coupon will be revoked and cannot be re-used again. Only tax is good for refund.
11. When changing (V,X Classes), a reissue has to be on same routes with up sell to higher class according to availabilities. These changes have to be before the original schedule departure.
12. (V/class) tickets could be up sold to (X/Class) or higher.
13. Refund of (V, X Class) ticket is not permitted. Rebooking is permitted to higher class and additional fare has to be collected plus the rebooking fees. These changes have to be on same route and rerouting is not permitted. Additional manual endorsement in the FE line (Endorsement).

Example:

JED JFK (V) class round trip SAR 3729 (up sold to higher available class) to be JED JFK (T) class round trip SAR 4648. Additional fare to be collected will be SAR 4648 – SAR 3729 = SAR 919
The ticket must be reissued, with the additional manual endorsement in the **FE** line (example shown for the calculation above for V class):

ORIG V/CLS FARE SAR 3729 NON REFUNDABLE. SAR 919 ADC

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14. Up sell & Down sell is permitted to all classes.
15. **Involuntary cases:**
- In case of involuntary rerouting for all classes including V/class and X/class, rejected passengers will be treated according to current procedures and will be compensated as per the SV policy.
 - In the case of involuntary downgrades, the following fare classes will be applied for refund purposes:

Original class of service	Booking class	Downgraded class of service	Class applied for fare
First	F,P,A	Business	D
First	F,P,A	Economy	B
Business	J,C,D,I	Economy	K

*** END ***