



Sales Strategies

استراتيجيات المبيعات

Urgent Bulletin

نشرة عاجلة

Update on New Booking Classes (RBDs) and General Fare Conditions

Date: 30-JAN-2013

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Distribution List / قائمة التوزيع

GDSs Travel Service Providers

For information: All SV Sales Manager & GMs

This bulletin is in lieu to our previous bulletin **201207291** dated 29-July-2012 on new booking classes and their general fare conditions.

Starting from **01FEB13** 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,L,Q,T,X,V

The new fees shows in SAR

Area	Reroute Rebooking	Refund	No-Show with (S) coupon
(From / To) Middle East / Gulf / Africa	150 (ADT)	250 (ADT)	25%
(From / To) Asia	100 (ADT)	200 (ADT)	25%
(From / To) Europe / USA	250 (ADT)	350 (ADT)	25%

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

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

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

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

Note:

- All old conditions will be applied for all tickets issued before 01 FEB 13.

Airport Go-Show:

- All passengers holding (V,X,L,T,Q,H) class tickets are not accepted for go show. Tickets have to be unpeeled & additional to be collected to (M/Class) plus rebooking fees.

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

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



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General Rules & 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 major classes F, J, Y).
- 3- Waiting list is not permitted for (V, X, I, A Classes).
- 4- For (V, X class) 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 applies (YY).
- 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 want to cancel his/her booking, a new booking has to be made or a ticket refund has to be done according to the above table and never leave the ticket open for CTOs/ATOs & TSC.
- 10- If a passenger cancelled his/her booking via (IVR/IBE), and then requested a new booking; we should not collect 25%, only fees from the table above should be applied as long as the coupon status is still open (O).
- 11- If a passenger requested to upgrade from Guest to Business/First or from Business to First, only fare difference should be collected without any fees.
- 12- In case of no show & coupon changed to (S) status, a fee of 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.
- 13- When changing (V,X Classes), a reissue has to be on same routes with up sell to (T/class) or higher according to availabilities. These changes have to be before the original schedule departure.
- 14- (V/class) tickets maybe up sell to (T/Class) or higher.
- 15- Refund of (V, X Class) ticket is not permitted. Rebooking is permitted to (T/class) or higher 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 (upsold 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

- 16- Up sell & Down sell is permitted to all classes.

17- Involuntary cases:

- a) 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 SV policy.
- b) In the case of involuntary downgrades, the following fare classes will be applied for refund purposes:



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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

NOTE:

- **Fully un-used tickets:**
 - In case of fully un-used ticket and there is a fare difference, all additional fares should be collected before departure except tickets from/to USA.
- **Partially used tickets:**
 - In case of partially used ticket and there is a fare difference, all additional fares should **NOT** be collected and ticket may be accepted as is.

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