

Update travel classes and domestic fare conditions

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201612291

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01 JAN 2017

This is considered a replacement bulletin for all previous bulletins related to domestic tickets & reservation classes.

Due to the development in services that SAUDIA is providing within its domestic network, and to provide a better load factor through reservations, it has been decided to implement new classes with new fares starting January the 1st, 2017

Table below displays new travel classes for domestic flights:

Travel class	New fare base indicators			
Guest class (U – N – Q – H)	UISA	NISA	QISA	HISA
	UOSA	NOSA	QOSA	HOSA
	UOAL	NOAL	QOAL	HOAL
Business class (I – D – C – J)	IISA	DISA	CISA	JISA
	IOSA	DOSA	COSA	JOSA
	IOAL	DOAL	COAL	JOAL
First class (A – P – F)	AISA	PISA	FISA	
	AOSA	POSA	FOSA	

Table below displays new fare bases

Fare base	Definition
ISA	For sale on SV 065 documents inside KSA
OSA	For sale on SV 065 documents outside KSA
OAL	For sale on OAL travel documents

If you have any questions or comments on this Bulletin, please contact:

gdssupport@saudiairlines.com

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تعتبر هذه النشرة ملزمة التطبيق، وهي خاصة بالتوزيع إلى وكلاء السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار الوكالة. وفي حال عدم التقيد بذلك، ستتعرض الوكالة للمساءلة القانونية.

Table below displays new fees & conditions in Riyal (SAR)

Travel class	Guest description	Rebooking / Revalidation "same class"	Reissue / Rerouting	Refund	No show fees with coupon status (S)
Guest class (U, N, Q, H)	Adult	50	90	90	50% of coupon value
	Child	25	45	45	
	Infant	5	9	9	No fees
Business class (I,D,C,J)	Adult	70	140	140	50% of coupon value
	Child	70	140	140	
	Infant	14	28	28	No fees
First class (A/P/F)	Adult	70	140	140	50% of coupon value
	Child	70	140	140	
	Infant	14	28	28	No fees

*Fees above are as displayed in fare rules within the GDS reservation system; if any difference occurs within fare rules, kindly contact SAUDIA at : gdssupport@SAUDIA.COM

The following tickets are exempted of all fees:

- Involuntary cases

General conditions and rules:

Implementation:

1. SAUDIA have added new subordinate classes to domestic flights which are (N – H); in addition to the previous classes (Q – U).
2. New fares and rules on SV domestic network will be applied on starting January 1st, 2017.
3. In case a guest visits SAUDIA with a confirmed ticket issued before the 1st of January, 2017 and wishes to travel with the same booking without changes, then agents will accept the guest without collecting any fees.
4. In case a guest wishes to (Rebook- Reissue- Reroute) his/her booking with a ticket issued before the 1st of January, 2017 to a later date on or after 01-01-2017, then agents have to apply new fares and rules using ATC or manually if the ATC does not work with the necessity to add the ticket's validity date (N.V.A).
5. Fees mentioned above shall be applied to all domestic GR tickets as specified in the table when (rebooking- reissuing- rerouting-refund-no show), whether these fees are equal or less than the ticket's value.
6. It is allowed to book on (H & Q) for issuing domestic GTRs.
7. All agents have to check notes, fares rules and fees that are programmed into the GDS system before starting the reissue process to check the fares and conditions.
8. In case ATC doesn't work then it is allowed to use manual entries (send those cases to SAUDIA GDSSUPPORT@SAUDIA.COM to be activated).

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Form of payments (FOP):

All SAUDIA accredited form of payments.

Open tickets:

It's obligatory to have confirmed booking of all segments, and it's not allowed to issue open tickets with any form of payment.

PNR cancellation:

If a guest visits a Travel Service Provider to cancel a PNR, then agents have to create an alternative booking or refund the ticket with collecting the fees and not leaving the ticket open at any case.

Upgrading classes:

1. It is allowed to upgrade travel class from Guest class to Business/First or from Business to First and collect the difference between the classes with no fees collecting.
2. It is allowed to upgrade the class within the same cabin, e.g. upgrade the class from (I/Class) to (C/Class), with collecting the fare difference plus the reissuance fees.

Downgrade classes:

1. It is not allowed to downgrade the travel class from First to Business or from Business to Guest class, and in this case it is mandatory to refund the ticket with fees and issue a new ticket on the desired class.
2. It is not allowed to downgrade the class within the same cabin e.g. downgrade travel class from (J/Class to C/Class) or from (H/Class to U/Class), and in this case it is mandatory to refund the ticket with fees and issue a new ticket on the desired class.

After sales services :

1. It is allowed to change booking voluntarily (Refund-Reissue-Rebook), through applying the travel classes' rules and conditions.
2. Collect the higher fees when reissuing or refunding a ticket, which was issued with different classes.

Validity:

1. Ticket is not valid for (Revalidation- Reissue - Refund- Reuse) after it has passed its validity date which is specified with one year from the beginning of the first trip.
2. When reissuing the ticket, agents have to add the validity date of the original ticket (N.V.A) in the new ticket.

No- show:

1. In case of no-show with coupon status (S) and the guest wishes to (Refund- Reissue-Rebook), then agents have to collect the fees in no-show EMDs.
2. No-show fees with coupon status (S) have to be collected for the suspended coupon only and not the whole ticket.
3. In case of no-show with coupon status (Z), then the coupon is considered used and the guest is entitled to use the other coupons sequentially as mentioned in bulletin 201409161 related to the forfeiture of guests' coupons who were in FTJ situation.

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4. In case of No-show for connection flights with thru fares (Domestic flights), then agents have to apply no-show fees from the start point to the end point (Departure till Arrival); e.g. (MED-JED- RAE)

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TKT-0652400326789          RCI-                               1A LOC-37XDOH
OD-MEDRAE SI-              FCPI-0   POI-JED   DOI-19DEC16   IOI-71493951
1 .TEST/TEST MR           ADT          S I N
1 O MEDJED                SV 1429 Q 19DEC 1815 OK S Q3SVR 19DEC 19DEC 1PC
2 X JEDRAE                SV 1234 Q 20DEC 0700 OK O Q3SVR 20DEC 20DEC 1PC
FARE F SAR                330.00
TOTAL SAR                 330.00
/FC MED SV X/JED SV RAE330.00SAR330.00END
FE TKT NON REF/NOT VALD AFTER 1Y FRM FIRST TRVL DATE
FP CASH
    
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*No-show fees for the above example are 165 SAR which is equivalent to 50% of the thru fare 330 SAR

Accepting go-show passengers for domestic flights through the airport:

Go-show passengers will be accepted as per the table below:

Cabin	Booking class	Accepted class
First class	F-P-A	F
Business class	J-C-D-I	J
Guest class	H-Q-N-U	H

* for open tickets issued through ATOs, after sales services fees shall be apply for (Refund-Reissue-Rebook)

Involuntary downgrade:

In case of an involuntary downgrade, then fares that are related to the below classes will be applied for the purposes of refunding the fare difference:

Cabin	Booking class	Downgraded to-	Classes specified for refunds
First class	F, P, A	Business class	I
First class	F, P, A	Guest class	Q
Business class	J,C,D,I	Guest class	Q

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Domestic GTR tickets:

1. New classes and fares (H/Q) that are specified in the table above will be applied to GTR tickets on Guest class.
2. Fees above will be applied when performing after sales services (Reissue- Reroute- Rebook), for all GTR domestic tickets.
3. 50% of coupon value shall be deducted in case of no-show and collected on the closed coupon only (S), not the whole ticket.
4. In case a guest visits a Travel Service Provider to cancel his/her booking, then an alternative booking has to be created for him/her with collecting the fees if applicable and never leaving the ticket open.

Note: GTR policies and procedures shall apply as per bulletin 201609262, except the fees and new classes for domestic flights, where new rule apply.

AI FURSAN reward ticket:

1. It is allowed to book on (A- D- H) classes for domestic flights to issue AL FURSAN reward tickets.
2. Alfursan reward tickets are exempted from the fees above and deal with them as per the rules and conditions of Alfursan reward miles program.

For more information, kindly contact:

GDSSUPPORT@SAUDIA.COM

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