

**INVOLUNTARY COMPENSATION PROCEDURES
(DENIED PASSENGERS, DOWNGRADE, FLIGHT DELAY , FLIGHTS CANCELLTION)**

Date	Reference number	Implementation date
20 MAR 2018	201803201	IMMEDIATELY

This bulletin provides an explanation of all procedures used to compensate passengers with involuntary cases of (refusal of passengers, downgrade, flight cancellation or delay) in accordance with the Executive Regulations of the General Authority of Civil Aviation to Protect the rights of passengers. This is done through the "Compensation & Downgrade Form" paperwork or the automated compensation requests. Travel Service Providers should serve affected passengers who hold (Compensation & Downgrade Form) while SAUDIA's telephone sales centers will serve affected passengers by receiving automated compensation requests from stations.

Implementation Scope of the Executive Regulations of the General Authority of Civil Aviation to Protect the rights of passengers

Without prejudice to the provisions of the international treaties acceded to by the Kingdom & its amendments, the provisions of these Regulations shall apply to:

- 1- SAUDIA flights departing from kingdom airports
- 2- SAUDIA flights arriving to the Kingdom, if the passenger was not compensated or assisted according to the regulations of the country of departure.

Passenger obligations:-

Passenger must abide to the following:

- 1- Reviewing the terms & conditions of the carriage contract referred to in the website of "SAUDIA" on the Internet prior to the completion of the booking process & ticket issuance.
- 2- Disclosure of any special needs for the passenger before the completion of the booking process & ticket issuance.
- 3- Arriving at the airport at determined time by SAUDIA to complete travel procedure & follow the air carriage instructions.
- 4- Completion of all documents & regular travel requirements such as (travel visas - validity & type of travel document, etc.), taking into account all government regulations.
- 5- Passenger must create his reservation in a correct manner & add a correct means of communication (mobile number & e-mail), which will be the only approved means of communication.

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INVOLUNTARY PROCEDURES & RECEIPT OF COMPENSATION REQUESTS:

If SAUDIA, in circumstances out of control, cancels, delays, changes the date of a flight, cannot provide a reservation that has been confirmed or has not been able to stop at passenger stop point or endpoint or caused passenger to lose a confirmed connection flight, Provided that the connection flight is not in a separate booking or a separate ticket, SAUDIA in such cases will apply the following regulations according to the case

+ DENIED BOARDING

If SAUDIA denied any passenger with a confirmed booking ticketed due to the unavailability of alternative seats on the same flight, Saudia shall immediately:

1. Passenger shall be transported on another flight of SAUDIA scheduled flights according to the seats available on the same class of service or higher class without adding additional costs.
OR
2. Re-calculation of the passenger's itinerary to the end point indicated in the ticket or part of the ticket to which the case applies through SAUDIA scheduled flights, other carrier, ground transport or other means of transport, in the event that the total fare & excess baggage charges & any additional service charges on the new itineraries is higher than the refund value of the ticket or part of it, SAUDIA will not charge passenger for any extra fare or fees, and the value difference, if the price & fees applied to the new itineraries are less than the refund value of the ticket, the remaining amount will be returned to the passenger.
OR
3. If SAUDIA denied boarding the passenger & the passenger decides to terminate the contract, SAUDIA is obliged to return the value of the ticket (unused coupon) in addition to compensation equal to (100%) of the value of unused coupons.
OR
4. If SAUDIA denied boarding the passenger, The passenger has the right to choose between traveling on a SAUDIA flight or another air carrier if there are flights at the same time, & SAUDIA shall bear the difference in the cost of ticket if any.

METHOD OF DENIED BOARDING COMPENSATION FOR THROUGH FARE & SIXTH FREEDOM FLIGHTS.

- 1) In the case of denied boarding on the first flight of the sixth freedom flights, the affected itinerary will be compensated from the full value of NUC in addition to the value of unused coupons.\

Example: (Manila - Jeddah – London) round trip

Passenger denied boarding on (Manila – Jeddah) compensation from The NUC for the affected itinerary is (399.50 NUC) + (the value of unused coupons 399.50 NUC).

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LAST TKT DTE 12JUL17 - DATE OF ORIGIN									
AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG
				MNL					
XJED	SV	T	T	12JUL		TRT		12JUL12JUL	2P
LON	SV	T	T			TRT		12JUL12JUL	2P
XJED	SV	T	T			TRT		12JUL12JUL	2P
MNL	SV	T	T			TRT		12JUL12JUL	2P
USD	799.00			12JUL17MNL	SV	X/JED	SV	LON	399.50
		SAR	3001.00		SV	MNL399.50	NUC	799.00	END ROE1.000000
XT	SAR	363.00	GB	SAR	201.00	UB			

- 2) In the case of denied boarding on the second flight of the sixth freedom flights, the affected itinerary will be compensated with 50% of the value of NUC in addition to the value of unused coupons.
 $(390.50 \div 2 = 199.75 \text{ NUC})$
 $(199.75 + 390.50 = 599.25 \text{ NUC})$

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AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG
				MNL					
XJED	SV	T	T	12JUL		TRT		12JUL12JUL	2P
LON	SV	T	T			TRT		12JUL12JUL	2P
XJED	SV	T	T			TRT		12JUL12JUL	2P
MNL	SV	T	T			TRT		12JUL12JUL	2P
USD	799.00			12JUL17MNL	SV	X/JED	SV	LON	399.50
		SAR	3001.00		SV	MNL399.50	NUC	799.00	END ROE1.000000
XT	SAR	363.00	GB	SAR	201.00	UB			

- 3) If the ticket is Connection flight (international / domestic) or vice versa & the price is through fare & the passenger is denied of boarding in any of the sectors, the entire NUC value of the affected itinerary compensated in addition of the value of the unused itineraries

LAST TKT DTE 12JUL17 - DATE OF ORIGIN									
AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG
				CAS					
XJED	SV	T	T	12JUL		TEE3M		12JUL12JUL	2P
AHB	SV	T	T			TEE3M		12JUL12JUL	2P
XJED	SV	T	T			TEE3M		12JUL12JUL	2P
CAS	SV	T	T			TEE3M		12JUL12JUL	2P
MAD	7970.00			12JUL17CAS	SV	X/JED	SV	AHB	4408.80
		SAR	3126.00		SV	CAS	M408.80	NUC	817.60
								END	ROE9.747890
SAR	16.00	E3		XT	SAR	19.00	MA	SAR	40.00
									A9

- 4) In case of denied boarding on code share flights, the same denied boarding compensation procedure for SAUDIA direct scheduled flights will be applied.

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PASSENGER IS NOT ENTITLED FOR COMPENSATION FOR DENIED BOARDING IN THE FOLLOWING CASES:-

1. Passenger does not comply with the provisions & regulations of the passenger's obligations & the terms of the contract.
2. If "SAUDIA" provides similar air transportation within 6 hours of the original departure time.
3. Passengers with free tickets such as complimentary tickets.
4. Passengers with discounted airlines staff ticket, as well as SAUDIA staff tickets & its subsidiaries & agents when traveling with discounted or free tickets.
5. In case of denied boarding & "SAUDIA" provided similar air transport within 6 hours of the original departure time and the passenger voluntarily decided to terminate the contract, "SAUDIA" is obliged to refund the unused coupon without collecting fees according to the involuntarily refund chapter 1,2, 28 at the Regulations & Procedures guide for reservation & ticketing, & involuntary refund bulletin #201801281 "SAUDIA" shall not assume any liability of any kind whatsoever to the passenger thereafter.

Downgrade:-

- 1- Downgrade on the same flight does not count as a denied boarding.
- 2- SAUDIA is committed not to deny any passenger on board when alternative seats are available on the same flight at a lower class of service than the passenger agreed on. In this case, the passenger will be informed of the alternative seats availability at the lower class of service & the treatment will be carried out according to the following:-
 - A. If the passenger agrees to downgrade, SAUDIA must compensate passenger for full difference in price between the original class & the actual travel class According to the lowest price on the downgrade class, plus compensation equal to (50%) of the price difference between the two classes, This compensation is not a substitute for any other compensation or for any affection due to class downgrade.
 - B. If the passenger decides to terminate the contract, the ticket value of (unused itinerary) shall be returned in addition to a compensation of (100%) of unused coupon value, and this compensation shall not be a substitute for any other compensation or for any affection due to class downgrade.

METHOD OF CALCULATING THE CLASS DIFFERENCE OF THROUGH FARE DOMESTIC FLIGHTS & (SIXTH FREEDOM - BILATERAL CONVENTION SPA) FLIGHTS

- 1- In the event of service downgrade on any of the domestic connection flights with THROUGH FARE, The affected sector is compensated by the value of the domestic itinerary in domestic fares with the following fare basis (guest – Business) (IISA,QISA) according to the class of service.

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EXAMPLE:- Ticket - (Arar - Riyadh - Abha)
downgrade on itinerary (Riyadh - Abha)
price calculation for (Riyadh - Abha).

1	ORAE	SV1228	D	19JAN2140	OK DISA	F	19JAN19JAN	2PC
2	XRUH	SV1679	D	20JAN0435	OK DISA	F I	20JAN20JAN	2PC
AHB								
FARE	F	SAR	1040.00					
TOTALTAX	SAR	52.00						
TOTAL	SAR	1092.00						
/FC RAE SV X/RUH SV AHB1040.00SAR1040.00END								
FQDRUHAHB/CQ								
XY	65		TAX MAY APPLY					
ROE 3.756000 UP TO 1.00 SAR								
21JAN18**21JAN18/SV RUHAHB/NSP;EH/TPM 540/MPM								
LN	FARE BASIS	OW	SAR	RT	B	PEN	DATES/DAYS	AP MIN MAX R
01	QISA		373	746	Q	+	- - - - -	+ - - - - R

The value of the class difference for the above example is SR373, & 50% of the value of the class difference is calculated as a downgrade compensation.

- 2- In the event class of service downgrade on part or all of the flight itinerary for the Sixth Freedom or bilateral Convention (SPA) flights, Compensation and the difference in the class of service shall be calculated according to the following method:-

EXAMPLE:- Service is downgraded, for only one itinerary (Manila - Jeddah) or (Jeddah - London) from Business to guest:

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		MNL							
	XJED	SV	I	I	12JUL	IRT			12JUL12JUL 2P
	LON	SV	I	I		IRT			12JUL12JUL 2P
	XJED	SV	I	I		IRT			12JUL12JUL 2P
	MNL	SV	I	I		IRT			12JUL12JUL 2P
USD	2700.00	12JUL17MNL SV X/JED SV LON 1350.00SV X/JED							
SAR	10142.00	SV MNL1350.00NUC2700.00END ROE1.000000							
SAR	32.00E3	XT SAR 726.00GB SAR 201.00UB							

The entire affected sector will be priced as follows:

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AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG
		MNL							
	XJED	SV	T	T	12JUL	TRT			12JUL12JUL 2P
	LON	SV	T	T		TRT			12JUL12JUL 2P
	XJED	SV	I	I		IRT			12JUL12JUL 2P
	MNL	SV	I	I		IRT			12JUL12JUL 2P
USD	1750.00	12JUL17MNL SV X/JED SV LON 399.50SV X/JED							
SAR	6573.00	SV MNL1350.00NUC1749.50END ROE1.000000							
SAR		XT SAR 726.00GB SAR 201.00UB							

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*To calculate the value of the class difference, the NUC value of the new price is subtracted from the NUC value of the old price:

$$1350.00 - 399.50 = 950.50 \text{ UNC}$$

$$\text{class difference} = 950.50 \text{ NUC}$$

* Calculate 50% of the value difference above as compensation

$$950.50 \div 2 = 475.25 \text{ UNC}$$

$$\text{Compensation value} = 475$$

- 3- If the ticket is domestic / international, or vice versa, & the price is direct & the class service is downgraded on the domestic sector, The value of the itinerary coupon is compensated at the internal prices with the following price rules depending on the service class, guest - business (IISA, QISA).

EXAMPLE:- (Abha - Jeddah - Istanbul - Jeddah - Abha) The class service was downgraded on the domestic itinerary (Abha - Jeddah)

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--- RLR SFP ---
RP/JEDSV0008/JEDSV0008          BB/SU  14SEP17/0842Z  MWB68J
1.TEST/BAKAH MR
2  SV1943 I 20SEP 3 AHBJED HK1      0220 0340 *1A/E*
3  SV 265 I 20SEP 3 JEDIST HK1      S 0645 1020 *1A/E*
4  SV 256 I 10OCT 2 ISTJED HK1      I 1530 1925 *1A/E*
5  SV1846 I 10OCT 2 JEDAHB HK1      S 2220 2340 *1A/E*

01 TEST/BAKAH*
LAST TKT DTE 20SEP17 - DATE OF ORIGIN
-----
AL FLGT BK T DATE  TIME  FARE BASIS      NVB  NVA  BG
AHB
XJED SV  1943 I  I 20SEP 0220  ILE6MSA          20SEP20SEP 2P
IST SV   265 I  I 20SEP 0645  ILE6MSA          20SEP20SEP 2P
XJED SV  256 I  I 10OCT 1530  ILE6MSA          10OCT10OCT 2P
AHB SV   1846 I  I 10OCT 2220  ILE6MSA          10OCT10OCT 2P

SAR 5203.00      20SEP17AHB SV X/JED SV IST M693.64SV X/JED
SV AHB M693.64NUC1387.28END ROE3.750500
SAR 87.00IO     XT SAR 87.00IO SAR 57.00TR
SAR 16.00E3
SAR 144.00XT
SAR 5450.00
SAR 100.00      AIRLINE FEES
SAR 5550.00      TOTAL
    
```

Compensation is deducted from the domestic itinerary coupon value at domestic prices as a price difference for service downgrade, & calculating 50% of the itinerary value as compensation

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FQDAHBJED/CQ
XY 6S          TAX MAY APPLY
ROE 3.750500 UP TO 1.00 SAR
14SEP17**14SEP17/SV AHBJED/NSP;EH/TPM 314/MPM .....
LN FARE BASIS  OW  SAR  RT  B  PEN  DATES/DAYS  AP  MIN  MAX  R
01 QISA      230      460 Q  +  B31DEC  -  +  -  -  -  R
    
```

1. Service-Class Price difference = 230 SAR
2. Service downgrade compensation = $230 \div 2 = 115 \text{ SAR}$

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NOTES:

- 1- The above mechanism is followed if the value of domestic coupon is zero (THROUGH FARE). If there is a separate value for the domestic itinerary, downgrade mechanism mentioned in (2 / A - B) above shall be followed.
- 2- If the entire itinerary is downgraded (Abha, Jeddah, Istanbul), the affected itinerary shall be calculated on the T / C RBD & the NUC difference is calculated as a difference in price & 50% of the value of the difference as a downgrade compensation.
- 3- In the case of international itinerary downgraded (Jeddah - Istanbul), the entire affected itinerary shall be calculated on the T / C RBD & the NUC difference is calculated as a difference in price & 50% of the value of the difference as a downgrade compensation.

calculating the difference of service downgrade: -

The value of the price difference is calculated according to the following table

Refund category value	Class downgraded	Class category	Reservation class	
A	First class	F	First suite	INTERNATIONAL FLIGHTS
I	Business class	F,P,A	First class	
T	Guest class	F,P,A	First class	
T	Guest class	J,C,D,I	Business class	
I	Business class	F,P,A	First suite	DOMESTIC FLIGHTS
Q	Guest class	F,P,A	First class	
Q	Guest class	J,C,D,I	Business class	
A	First class	W	ALBAYRAQ CLASS	ALBAYRAQ FLIGHTS
I	Business class	W		
Q	Guest class/domestic	W		
T	Guest class/international	w		

FLIGHT CANCELLATION
1- INTERNATIONAL FLIGHTS:-

- 1) If SAUDIA informs the passenger of a flight cancellation 14 days prior to the original scheduled date of departure, SAUDIA will be exempted from supporting care requirements. If the passenger refuses all the alternatives provided by SAUDIA, the value of the ticket or the unused part will be returned with a compensation of (100%) of the unused coupons.

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- 2) If SAUDIA informs the passenger of a flight cancellation from 14 days to 24 hours from the scheduled date of departure, alternative flights will be offered to the passenger 24 hours before the original scheduled date of departure by following procedures below :-
 - a) If the passenger accepts one of the alternatives provided by "SAUDIA" & as a result of that passenger stays in a hotel for an additional period until the alternative flight date. SAUDIA will bear the cost of hotel accommodation, meals & transportation from / to airport for the additional period for each passenger until the new date of departure.
 - b) If the passenger decides to terminate the contract with SAUDIA due to flight cancellation, SAUDIA will refund the ticket (unused coupon) in addition to compensation equivalent to (50%) of the value of unused coupons

2- DOMESTIC FLIGHTS:-

- 1) If SAUDIA informs the passenger of a flight cancellation 7 days prior to the original scheduled date of departure, SAUDIA will be exempted from supporting care & assistance. If the passenger refuses all the alternatives provided by SAUDIA, the value of the ticket or the unused part will be returned with a compensation of (100%) of the unused coupons.
- 2) If SAUDIA informs the passenger of a flight cancellation from 7 days to 24 hours from the scheduled date of departure, alternative flights will be offered to the passenger 24 hours before the original scheduled date of departure by following procedures below :-
 - a) If the passenger accepts one of the alternatives provided by "SAUDIA" & as a result of that passenger stays in a hotel for an additional period until the alternative flight date. SAUDIA will bear the cost of hotel accommodation, meals & transportation from / to airport for the additional period for each passenger until the new date of departure.
 - b) If the passenger decides to terminate the contract with SAUDIA due to flight cancellation, SAUDIA will refund the ticket (unused coupon) in addition to compensation equivalent to (50%) of the value of unused coupons.
- ✚ If SAUDIA informs the passenger of a flight cancellation on (international or domestic) from 24 hours to 4 hours from the original departure time, & SAUDIA was unable to provide an alternative flight within 6 hours of the original departure time. SAUDIA will refund the value of the ticket (unused coupon) in addition to a compensation of 100% of the value of the unused coupons, without prejudice to the provision of care & assistance under SAUDIA regulations.
- ✚ As an exception to the provisions of the previous paragraphs, in the case of flights cancellation (international or domestic) at airports where no other regular & continuous flights on a daily basis. As a result of cancellation SAUDIA will:-
 - a. SAUDIA will provide an alternative flight for the cancelled flight on SAUDIA flight or other air carrier within a period not exceeding 6 hours from the time of departure of the cancelled flight. If the alternative flight exceeds 6 hours from the original departure date, SAUDIA will be committed to provide passenger care & assistance according to the regulations of SAUDIA.

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- SAUDIA will provide an alternative flight for passengers on SAUDIA flights, on another air carrier or any other means of transport to its final destination or to the nearest airport from which it can depart to its final destination. SAUDIA will refund the value of the ticket (unused coupons) in addition to a compensation of 50% of the value of (unused coupons).
- for above both cases mentioned at paragraphs(a, b) If the passenger decides to terminate the contract, SAUDIA will refund the full ticket value for the whole trip or the remaining part of the trip, in addition to compensation equal to 100% of the value of the unused coupons.

✚ Flights delay

- If the flight is delayed or might be delayed for more than 6 hours from the original departure time, the flight is treated as a cancelled flight & the cancellation procedure above shall be applied.
- In case the delay exceed the new departure time for more than 6 hours, SAUDIA will extend care & assistance according to its regulations.
- In case the delay is less than 6 hours SAUDIA will provide care & assistance according to its regulations & no compensation in this case.
- The ticket shall be refunded without any fees in the event of delay or advanced flight for any period of time according to the involuntary refund procedures, providing that the above compensation procedures are taken into account.

Approved new paper form

		<p>نموذج التعويض وتخفيض درجة السفر Compensation & Downgrade Form</p>		<p>This form is not valid if the information scrapped or changed. Compensations forms issued under this form are valid for one year from the issuance date. The validity of the class difference form are associated with the ticket validity.</p>		<p>Issuance Station Stamp</p>	
<p>Form No.: _____ رقم النموذج:</p>		<p>غير صالحة إذا تم كشط أو تعديل المعلومات. قوائم التعويض الصادرة بموجب هذا النموذج صالحة لمدة عام من تاريخ إصدارها. مدة صلاحية قوائم استرداد فرق تخفيض الدرجة مرتبطة بصلاحية التذكرة الصادرة مقابلها.</p>					
<p>Guest Name: _____ اسم الضيف:</p>		<p>FOP: _____ طريقة الدفع:</p>				<p>تختم المحطة المصدرة</p>	
<p>معلومات الرحلة الأصلية:</p>							
<p>Basic Flight Information:</p>		<p>FLI. No.: _____ رقم الرحلة: Class: _____ الدرجة:</p>		<p>Date: _____ التاريخ: Sector: _____</p>		<p>خط السير: _____</p>	
<p>FLT. No.: _____ رقم الرحلة: Class: _____ الدرجة:</p>		<p>Date: _____ التاريخ: Sector: _____</p>		<p>سبب التعويض: _____</p>		<p>المتطوع: _____</p>	
<p>Class Difference:</p>		<p>فرق الدرجة:</p>		<p>Compensation Reason:</p>		<p>تغيير الدرجة الإجباري: _____</p>	
<p><input type="checkbox"/> First to Business من الدرجة الأولى لدرجة الأعمال</p>		<p><input type="checkbox"/> First to Guest من الدرجة الأولى لدرجة الضيافة</p>		<p><input type="checkbox"/> Involuntary Downgrade تعويض رفض الإركاب DBC</p>		<p><input type="checkbox"/> Volunteer</p>	
<p><input type="checkbox"/> Business to Guest من درجة الأعمال لدرجة الضيافة</p>							
<p>Case Description: _____ وصف الحالة:</p>							
<p>I agree with what is stated in this form to receive my (compensation -class differential) as per Saudia policy. أوافق على ما جاء في النموذج لإستلام كافة حقوقي (التعويض / فرق درجة) حسب أنظمة السعودية.</p>							
<p>Guest Signature: _____ توقيع الضيف:</p>							
<p>Distribution: White / Blue: Passenger</p>		<p>Yellow: Finance Department</p>		<p>Pink: Station File</p>			
<p>Emp. Name: _____ اسم الموظف:</p>		<p>Emp. Sign.: _____ توقيع الموظف:</p>		<p>Ticket Number: _____ رقم التذكرة:</p>			

935-7017 (01/2018)

خطوط السعودية
SAUDIA SKYTEAM

Copies distribution:-

- The white copy for downgrade.
- The blue copy for compensation.
- The yellow copy to be sent to SAUDIA's Finance department.
- The pink copy to be saved at the issuing station & reviewed when needed

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Important points to fill out the form:

1. Filling out compensation & downgrade form is SAUDIA's ground operations staff responsibility
2. When there is an error filling in the (paper form) or (automated request), in the copy type, or no approved station stamp on the submitted form, the station which issued the form will take the correct procedure while keeping a copy of the correspondence in the sales office as a document.
3. Attach a copy of mail correspondence in the sales report sent to the financial department
4. In event of passenger submitted two copies (white + blue) & involuntary downgrade is indicated in the compensation form, the following procedure applied:-
 - a- Refund the difference for class of service downgrade.
 - b- Provide Compensation for class of service downgrade..
 - c- In event of passenger submitted one copy (white or blue) & involuntary downgrade & compensation are indicated in the compensation form , apply procedure in item # 2

Paper form validity :

Validity of compensation & class of service downgrade (white/blue) copies:

One year of the issuing date.

Approved offices for issuance of compensation & class of service downgrade EMDs:-

- 1) SAUDIA sales offices to issue these types of EMDs against paper form.
- 2) SAUDIA telephone sales centers to issue these types of EMDs against an automated request.

Automated request:

The automated request is considered as an alternative method to the paper form, which will be completed by authorized SAUDIA staff and corresponding compensation **EMDs** will be issued against these requests via SAUDIA's telephone sales centers. Affected passenger will be informed of the EMD number & value via SMS (auto send) to his/her mobile number.

Issuance of compensation voucher & service downgrade voucher for involuntary cases:-

Affected passenger, as well as the volunteer passenger who waive his seat due to excess sale on a confirmed flight will be compensated on all flights as per SAUDIA policies except for flights departing from European Union, united states of America & Canada, where the regulations of the European Union, the United States of America & Canada will be applied.

Types & codes of compensatory EMDs:

EMD TYPE	EMD CODE
flights cancellation compensation	COMP
Compensation EMD of denied boarding	DBCC
refund EMD of service downgrade difference	DWGD

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Compensation EMD of service downgrade	DWGC
service downgrade difference EMD for payment by (Government orders & commercial accounts)	GRDG
compensation EMD of service downgrade difference for payment by (Government orders & commercial accounts)	GRCM
Compensation EMD of denied boarding for albayraq flights	BDBC
Compensation EMD of service downgrade for albayraq flights	BDWG
refund EMD of service downgrade difference for albayraq flights	BCDG

Some type of compensation EMDs can be refunded through SAUDIA website this depends on the FOP of the original ticket, downgrade EMDs will be refunded through SAUDIA CTOs Or Telephone Sales Centers.

Codes & conditions of EMDs issued by Guests relation:

<u>EMDs code</u>	<u>Refund eligibility</u>	<u>Refund points</u>
CRCR	Refundable	All SAUDIA sales points
CRCN	Non-refundable	-----
CRCB	Refundable	All SAUDIA sales points

The above EMDs are serviced through SAUDIA sales offices & telephone sales centers in case the passenger requested an after sale service.

Compensation of volunteer passenger:-

Applied on all domestics & international flights in which passenger get compensated for waiving their confirmed seats for an offer from SAUDIA due to an overselling cases, if the station supervisor or his representative requested passengers to waive their seats after boarding pass issuance, The volunteer passengers will have special privileges from SAUDIA as follows

- volunteer passenger will be compensated with 50% extra of the denied boarding compensation

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important notes :-

- 1- Passenger shall not be compensated in the event of a flight delay or denied boarding if SAUDIA has provided an alternative flight with more than 6 hours from departure time unless passenger has decide to terminate the contract with "SAUDIA" voluntarily
- 2- Passenger shall not be compensated in the event of delay or flights cancellation due to force majeure as bad weather conditions, security reasons or safety requirements.
- 3- Only the affected coupons will be reissued so that the passenger can be transported to his final destination indicated in the ticket or to any airport at the final destination if there is more than one airport in the city.
- 4- In the event of flight delay, advanced time or cancellation , the passenger will be given the first alternative flight available on SAUDIA network , in case of unavailable flights on SAUDIA network, an alternative flight will be booked on any other carrier
- 5- In the event that the alternative flight from SAUDIA is not suitable for the passenger, it is allowed to choose a new alternative flight within 10 days before or after the original affected flight date indicated in the ticket & according to the availability of the roundtrip for one time only, providing that this change is the first As a result of an involuntary change by SAUDIA. SAUDIA shall not compensate passenger as a result of flight date selection. This procedure must be carried out through the telephone sales centres to document the passenger's request.
- 6- In the event of a change of time (summer-winter) in the country of departure or arrival, the procedure in paragraph 5 shall be applied. If passenger refuse what is stated in paragraph 5, the ticket shall be refunded with refund fees & without any compensation, providing that there is no connection flight to be affected.(Regulation of Involuntary rerouting or refund are applied).
- 7- EMDs must be issued against compensation forms & paper class downgrade, the direct ticket issuance or refund is not allowed against paper forms.
- 8- Validity of compensation EMDs is one year from the date of issue (non-renewable).
- 9- Validity of class downgrade voucher is linked to the validity of the ticket.
- 10- The validity of the tickets issued against the compensation EMDs shall be determined by the validity of the compensatory EMD.
- 11- Tickets issued against compensatory EMD shall be compensated in the event of an inconvenient situation of passenger flight.
- 12- Compensatory EMD can be used to issue tickets or excess baggage EMD on SAUDIA network within one year of EMD issuance date (non-renewable).
- 13- Children in first & business class will compensate as per compensation rules above.
- 14- Affected passenger with special needs & old people how are (65 years old & above) shall be compensated with 200% of unused coupon value, if flight cancelled, delayed or denied boarding & they are subject to all conditions & terms specified in the bulletin.
- 15- The special needs category is determined by approved cards from the Ministry of Health & the Ministry of Social Affairs, & the information of the special needs category must be pre-added to the booking through the additional services entry (SR).
- 16- In cases of contract termination due to denied boarding, delay or cancellation of flights for ALFURSAN reward tickets, the Miles will be refunded to ALFURSAN membership account in addition to any other payment paid without any fees.
- 17- ALFURSAN tickets shall be compensated in involuntary cases with the same amount of miles deducted from the main ticket for unused coupons for ALFURSAN membership.
- 18- In case of downgrade class of service for ALFURSAN reward ticket which have been upgraded against reward miles purchase, the paid amount will be refunded without fees & then to be send

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by email to ALFURSAM management at JEDLASV to return deserved miles & compensation value to ALFURSAN membership account.

- 19- No fee shall be charged when issuing tickets or excess baggage EMD against compensation EMD & downgrade.
- 20- Booking & ticket issuance are permitted on any available RBDs according to the passenger desire by using compensatory EMDS & downgrade EMDs.
- 21- All conditions, terms & fees shall be applied upon ticket reissuance which issued by using compensatory EMD & class downgrade EMDs.
- 22- In order to verify class downgrade or duration of flight delays, refer to the date of the ticket booking record.
- 23- In order to verify the value of ticket refund in the case of international flight class of services downgrade, check itinerary value by using the informative pricing entry (FQP):-

EXAMPLE:

FQPJED/D20JAN15/ASV/CBJFK/D30JAN15/ASV/CFJED/R,22DEC14

- 24- In case of involuntary change with availability of an alternative flight on another carrier, government tickets will be transferred to the other carrier. Government tickets will be of ticket closing condition on SAUDIA network for the affected coupon only.
- 25- When boarding is denied for a ticket issued for (GOVERNMENT), passenger will not be compensated unless in case of contract termination (ticket refund) except for regulations of compensation issued from EU, D.O.T & CANADIAN.
- 26- In cases of involuntary refund of unused tickets, the full amount paid in addition to non-refundable taxes & issuance fees shall be refunded without any fees.
- 27- In cases of involuntary refund of partially unused tickets, the full amount paid in addition to non-refundable taxes & issuance fees for unused coupons shall be refunded without any fees.

Dealing with tickets issued on commercial accounts or through travel agencies for involuntary cases:-

- 1- After-sales services are provided through SAUDIA sales offices & telephone sales centres in involuntary cases where compensation is required.
- 2- Compensation EMDs & class of service downgrade for (cash, credit card) form of payments issued through authorized travel agency are refundable, without directing the affected passenger to the agency office.
- 3- In case of class of service downgrade for a ticket issued by a travel agency with FOP "INV" account or with a tour code, a downgrade EMDs & a class of service downgrade & compensation EMDs shall be issued with a commercial accounts codes, which is valid on SAUDIA network only to issue tickets or excess baggage EMD as a non-refundable. If the passenger requests a refund of a class of service downgrade difference, passenger will be directed to the issuing agency to raise a refund request through the **BSP** system. The amount will be refunded to the commercial account which issued the ticket.
- 4- In case of class of service downgrade for a ticket issued with FOP "INV" account or with a tour code through telephone sales centres such as (FLY ADEAL , SABIC) , a class of service downgrade EMD & compensation EMD shall be issued with a commercial accounts codes, which is valid on SAUDIA network only to issue tickets or excess baggage EMD as a non-refundable. If

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the passenger requests a refund of a class of service downgrade difference, a formal letter from the commercial account holder will be directed to SAUDIA for refunding or to be send to GR.REFUNDS@saudia.com

Example of ticket issued by TOUR CODE:-

```

TELEPHONE : TBA
ISSUING AIRLINE : SAUDI ARABIAN AIRLINES
TICKET NUMBER : ETKT 065 4929241751
BOOKING REF : AMADEUS/J4C75V-190412070531 , AIRLINE: SV/J4C75V-190412070531
FROM /TO FLIGHT CL DATE DEF FARE BASIS NVB NVA BAG ST
KARACHT JTNNAH SV 709 Y 28OCT 2115 YGRA 28OCT 28OCT 2PC OK
INTL
TERMINAL:M
MADINAH ARRIVAL TIME: 0050 ARRIVAL DATE: 29OCT
MOHAMMAD BIN
) >M
ABDULAZIZ

AT CHECK-IN, PLEASE SHOW A PICTURE IDENTIFICATION AND THE DOCUMENT YOU GAVE
FOR REFERENCE AT RESEKRVATION TIME

EXCHANGE RATE : 0.036237 SAR
TOUR CODE : GOVTA030/GOVTA
PAYMENT : GOVGR0000631030-316-15011439*A003566226

FARE CALCULATION : KHI SV MED Q33.26 170.12NUC203.38END ROE105.216000XT
38.00YD33.00SP182.00RG38.00XZ

AIR FARE : PKR 21400
EQUIV FARE PAID : SAR 776.00
TAX : SAR 8.00E3 SAR 87.00IO SAR 38.00YD
TOTAL : SAR 55.00SP SAR 182.00RG SAR 38.00XZ
    
```

- 5- All tickets issued on other commercial accounts FOP (INV) with no tour code. A class of service downgrade & compensation EMDs will be issued as non-refundable & can only be used to issue tickets or excess baggage EMDs on SAUDIA network only.
- 6- It is permitted to refund compensation value in cash for tickets issued by travel agencies by FOP (credit card), & have no tour code.

Tickets refund & compensation:-

SAUDIA will refund the compensation value provided in cash or by bank transfer, bank check or EMDs according to the desire of the passenger within 10 working days from the date of SAUDIA's acknowledgment of the passenger's right.

If an EMDs is issued for compensation, the passenger is entitled for:

- 1- EMDs reissuance without paying any additional fees.
- OR
- 2- Collecting it in Cash or through a bank transfer or bank check through SAUDIA's sales offices or through the website, except for the compensation of government tickets & tickets issued from commercial accounts which used to issue tickets or excess baggage EMDs on SAUDIA network only.

Mechanism of electronic EMDs issuance against compensation & class of service downgrade forms:-

SAUDIA's telephone sales centers & sales offices issue compensation EMDs for denied boarding cases & class of service downgrade. The difference in the issuance procedures between SAUDIA's telephone sales center & sales offices is in only two elements (form type & entry of the original ticket to issue electronic EMD).

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Enter the ticket origin FO into the electronic EMD:-

Telephone sales centers:- The original ticket is written as follows

TMI/FO-065-2427671300E1JED20OCT15/71494290/065-0000000012C1

Where: 065-0000000012C1 is a fixed number of the approved document

Note:- enter the original ticket information & link the affected ticket to TST (IC-TKT).

SAUDIA SALES OFFICES:-

SAUDIA sales offices replace the first three digits of the serial number of the paper form with 065 & the rest of the serial number is completed so that the total number of digits are thirteen digits. When the number is increased, the fourth digit is deleted from the left & side of the paper form.

		نموذج التعويض وتخفيض درجة السفر Compensation & Downgrade Form		Issuance Station Stamp	
Form No. ١٢٣٤٥٦٧٨٩٩٩٦٧٦ رقم النموذج		• This form is not valid if the information scrapped or changed. • Compensations forms issued under this form are valid for one year from the issuance date. • The validity of the class difference form are associated with the ticket validity. • غير صالحة إذا تم كشط أو تعديل المعلومات. • صلاحيات التعويض الصادرة بموجب هذا النموذج صالحة لمدة عام من تاريخ إصدارها. • مدة صلاحية قسائم استرداد فرق تخفيض الدرجة مرتبطة بصلاحيات التذكرة المصدرة مقابلها.			
Guest Name: اسم الضيف		FOP: طريقة الدفع		ختم المحطة المصدرة	
Basic Flight Information:					
FLT. No. رقم الرحلة Class: الدرجة		Date: التاريخ		Sector: القطاع	
FLT. No. رقم الرحلة Class: الدرجة		Date: التاريخ		Sector: القطاع	
Class Difference: فرق الدرجة:					
<input type="checkbox"/> First to Business من الدرجة الأولى لدرجة الأعمال		<input type="checkbox"/> First to Economy من الدرجة الأولى لدرجة الضيافة		<input type="checkbox"/> Business to Economy من درجة الأعمال لدرجة الضيافة	
Compensation Reason: سبب التعويض:					
<input type="checkbox"/> Involuntary Downgrade تعويض وفض الإركاب		<input type="checkbox"/> Volunteer المتطوع			
Case Description: وصف الحالة:					
I agree with what is stated in this form to receive my (compensation - class differential) as per Saudia policy. أوافق على ما جاء في النموذج لإستلام كافة حقوقي (التعويض / فرق درجة) حسب أنظمة السعودية.					
Guest Signature: توقيع الضيف					
Distribution: White / Blue: Passenger		Yellow: Finance Department		Pink: Station File	
Emp. Name: اسم الموظف		Ticket Number:		رقم التذكرة	
Emp. Sign.: توقيع الموظف					

EXAMPLE:-

The serial number of the above FORM is 1234567**8499676**

- Note that the number of digits is fourteen digits & the procedure is as follows:
 - The numbers (1,2,3) to the left of the paper form are replaced with SAUDIA's financial document number (065)
 - The number (4) of the paper form's serial number is deleted
- The entry is written as follows:
TMI/FO-065-2427671300E1JED20OCT15/71494290/065-5678499676C1

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Examples of compensation & class of service downgrade EMDs issued by SAUDIA:

↓ 1 ↓			
>TMI/M1/R326/CV-326/W0			
TSM	1	TYPE P	RUHSV0411 TG/15FEB 11 EMD-S CARR SV
1. ALFAWZAN/ABDULMAJEED MR			
RFIC-D/O FINANCIAL IMPACT			
1. RFISC-DWG CLASS DOWNGRADE COMPENSATION			L 2
OPERATING CC-SV		CPN VALUE-326.00	ORIGIN-RUH DEST-JED
NVA-15FEB18			
ICW-0651234567891			
NON INTERLINEABLE			
FARE	R	SAR	326.00
EXCH VAL		SAR	326.00
TOTAL		SAR	0.00
FE *M*D/G SV1049 15FEB18 RUHJED			
FO 065-1234567891RUH15FEB18/00000000/065-00000000125C1			
FP O/CASH			
↓ 2 ↓			
>TMI/M2/R651/CV-651/W0			
TSM	2	TYPE P	RUHSV0411 TG/15FEB 11 EMD-S CARR SV
1. ALFAWZAN/ABDULMAJEED MR			
RFIC-D/O FINANCIAL IMPACT			
1. RFISC-99K CLASS DOWNGRADING			L 3
OPERATING CC-SV		CPN VALUE-651.00	ORIGIN-RUH DEST-JED
NVA-15FEB18			
ICW-0651234567891			
ADD INF/RKS: 966553231333			
FARE	R	SAR	651.00
EXCH VAL		SAR	651.00
TOTAL		SAR	0.00
FE *M*D/G SV1049 15FEB18 RUHJED			
FO 065-1234567891RUH15FEB18/00000000/065-00000000125C1			
FP O/CASH			

Examples of denied boarding compensation EMD issued by SAUDIA:

↓ 1 ↓			
>tmi/m1/r326/cv-326/w0			
TSM	1	TYPE P	RUHSV0411 TG/24DEC 11 EMD-S CARR SV
1. ALFAWZAN/ABDULMAJEED MR			
RFIC-D/O FINANCIAL IMPACT			
1. RFISC-DBC DENIED BOARDING COMPENSATION			L 2
OPERATING CC-SV		CPN VALUE-326.00	ORIGIN-RUH DEST-JED
NVA-24DEC17			
ICW-0651234567891			
ADD INF/RKS: 966553231333			
FARE	R	SAR	326.00
EXCH VAL		SAR	326.00
TOTAL		SAR	0.00
FE *M*DWGD SV1048 24DEC17 RUHJED			
FO 065-1234567891RUH24DEC17/71496832/065-00000000125C1			
FP O/SADAD			
↓ 2 ↓			
>tmi/m2/r651/cv-651/w0			
TSM	2	TYPE P	RUHSV0411 TG/24DEC 11 EMD-S CARR SV
1. ALFAWZAN/ABDULMAJEED MR			
RFIC-D/O FINANCIAL IMPACT			
1. RFISC-99K CLASS DOWNGRADING			L 3
OPERATING CC-SV		CPN VALUE-651.00	ORIGIN-RUH DEST-JED
NVA-24DEC17			
ICW-0651234567891			
ADD INF/RKS: 966553231333			
FARE	R	SAR	651.00
EXCH VAL		SAR	651.00
TOTAL		SAR	0.00
FE *M*DWGD SV1048 24DEC17 RUHJED			
FO 065-1234567891RUH24DEC17/71496832/065-00000000125C1			
FP O/SADAD			

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Examples of flight cancellation compensation EMD issued by SAUDIA as per the civil aviation regulations:

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>iusvnn1 comp ruhjed/24dec
RP/RUHSV0411/
RF P
  1.ALFAWZAN/ABDULMAJEED MR
  2 SVC SV HK1 COMP RUHJED 24DEC
  3 APM 966553231333
  4 TK OK24DEC/RUHSV0411
>tmc
TSM 1 TYPE P RUHSV0411 TG/24DEC 11 EMD-S CARR SV
  1.ALFAWZAN/ABDULMAJEED MR
RFIC-D/O FINANCIAL IMPACT
  1. RFISC-CMP COMPENSATION L 2
  OPERATING CC-SV ORIGIN-RUH DEST-JED

ADD INF/RKS:

>tmi/fe-comp of cncl flt sv1048 24dec17 ruhjed
TSM 1 TYPE P RUHSV0411 TG/24DEC 11 EMD-S CARR SV
  1.ALFAWZAN/ABDULMAJEED MR
RFIC-D/O FINANCIAL IMPACT
  1. RFISC-CMP COMPENSATION L 2
  OPERATING CC-SV ORIGIN-RUH DEST-JED
  NVA-24DEC17
  ICW-0651234567891

ADD INF/RKS:
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Cancel flight endorsement	TMI/FE-COMP OF CNCL FLT SV1049 15FEB18 RUH JED
Delay flight endorsement	TMI/FE-COMP OF DELAY FLT SV1049 15FEB18 RUHJED

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

gdssupport@saudiairlines.com

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