



Sales Strategy

URGENT BULLETIN

استراتيجية المبيعات

نشرة عاجلة

New booking classes (RBDs) and general fare conditions		
Date: 31 MAR 2011	Reference: 201103311	Effective date: 01 APR 2011
Distribution List: GDSs and Travel Service Providers worldwide		

Update for our previous BULLETIN: 201102051 New booking classes (RBDs) and general fare conditions.

Multi class inventory has now been introduced throughout the SV Network 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 following fees in SAR will apply for rebooking, rerouting, refund and no-show:

Traffic Area	Point of Sale	Rebook	Reroute	Refund	No-Show
Middle East	KSA	100	100	100	25%
	Middle East	115	115	115	25%
Asia	KSA	50	50	50	25%
	Asia	40	40	40	25%
Europe & USA	KSA	95	95	95	25%
	Europe & USA	250	250	250	25%
Africa	KSA	100	100	100	25%
	Africa	94	94	94	25%

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

F class cabin and all F class RBDs (ASVR, ASVNT, PSVR, PSVNT, FSVR, FSVNT)

J class major RBD (JSVR , JSVNT)

Y class major cabin including (YSVR, YSVNT)

- V class and X class refund is not permitted. The rebooking is allowed providing the customer has to pay the fare difference to the next available class plus the change fees.
- Go-show for V,X,Q,T,L classes are up sell to M class plus the change fees

For tickets issued on X class before 23 DEC 2010, apply sundry charge for refund and reissue, rebooking is free of charge.



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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)	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

New booking classes (RBDs) and general fare conditions

- Booking Classes are shown in SV availability display in a generally descending order – the cheapest fares for any class of service are found to the right of the display: F, P, A, J, C, D, I, Y, W, B, K, M, H, L, Q, T, X, V.
- Class is shown on KSA Domestic connecting services only.
- Above fees will be printed on the EMD (when this becomes available for Travel Service Providers) - not valid for transportation or refund (non refundable).

General rules and conditions

1. Fares and booking classes are valid on SV network only. Fares do not apply to code share flights or SPA.
2. Confirmed reservations for all sectors are MANDATORY – OPEN segments are NOT PERMITTED
3. Must be ticketed on 065 documents
4. All fares are combinable
5. Wait listing is not permitted for V, X, I, A Class reservations
6. Payment and Ticket issue for V and X class must be made within 24 hours of reservation being made. For all other booking classes, the Ticketing Time Limit must be strictly adhered to, in order to prevent cancellation of reservation.
7. No child discount on First or Business Class fares. Infants travelling in First or Business Class without their own seat do so at 10% of the Adult fare. Regular child and infant discounts should be applied to fees shown in the class table above.
8. Discounts such as CD, SD, ZZ, SC, DIS, BLD, MIL, MED, MER, AD are not permitted on these fares – these discounts are available on IATA (YY) fares ONLY.



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9. Acceptable forms of payment Cash, Commercial Invoice or Credit Card.

10. Stopover charge for 6th Freedom fares will be **USD90** per stopover.

11. No show fee is 25% of the value of the relevant flight coupon. No show on X or V class the coupon will be revoked and cannot be re-used or refunded, **only taxes can be refunded**.

- In this case the coupon value is forfeit. For return coupon can be used according to class fare (rebook same flight, date and class).

12. Special note for ticketing of V and X class fares which are date changed by up sell to next higher class V and X class fares are non refundable only taxes can be refunded.

If a V or X class fare is to be rebooked for a different date, you charge the next higher class fare for the segments to be changed plus the fees. If just one segment is to be changed, the additional fare to be charged is calculated as the difference between the half roundtrip fare for V or X as applicable, and the half roundtrip fare for next higher class as applicable.

Example:

JED JFK V class roundtrip SAR2340 (half round trip = SAR1170) JED JFK T class roundtrip SAR6600 (half round trip = SAR3300). Additional fare to be collected will be SAR3300 – SAR1170 = SAR2130

The ticket must be reissued, with the additional manual endorsement in the FE line (example shown for the calculation above for V class): FE ORIG V/CLS FARE SAR2340 NON REFUNDABLE. SAR2130 ADC

13. In case of involuntary rerouting for all classes including V/class and X/class due to over booking: Rejected passengers due to overbooking or change of aircraft are treated according to current procedures for passengers who couldn't get seats due to overselling and provided with alternatives on later flights according to available features regardless the fare conditions that has been reserved and issued tickets for. Also, they will be compensated when denied travelling”.

14. 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

Refunds: Follow the normal GDS procedure and collect the refund fees for all classes except for V and X class fares are not permitted for refund and change sectors.