



استراتيجيات المبيعات - نظم التوزيع الشامل
URGENT BULLETIN **نشرة عاجلة**

Amendment on Conditions for Domestic Tickets

Date : 27JUN2012

Reference : 201206271

Effective date: 01-July-2012

قائمة التوزيع / Distribution List
 GDSs and Travel Service Providers Worldwide
 For information: All SV Sales Manager & GMs

After evaluating the current operational changes for domestic flights, we would like to inform you that Saudia intends to apply some new conditions on all domestic tickets effective 01 July 2012 as follows:

- The validity of domestic tickets will be six months from the confirmed booking date specified on the ticket. The validity of the domestic ticket will be determined automatically after pricing and will be inserted in the N.V.A box.
- Domestic tickets will not be valid for renewal after expiry.
- In case that the customer requested to cancel his booking, a new booking must be created and the ticket must not be left open with no booking. Please pay attention to the validity of the ticket when making a new booking for the customer.
- When reissuing a domestic ticket, it is necessary that you add the validity of the original ticket in the N.V.A box of the new ticket.

Example: Ticket not valid for travel after 12 December

Cryptic: TTK/VXX12DEC

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>
TST 00001 JEDSV0008 WA/20FEB M 1 LD 13JUN12 OD JEDRUH SI.... S.... T- E AL SV.
1.WA/WAMR
   CTY CR FLT/CLS DATE TIME ST PC F/B   TKT/D   NVB NVA  BG
1.  JED SV 1056 Y 13JUN 0100 OK Y2SVR..... 12DEC 1PC .
   RUH .....
. ....
. ....
. ....
FARE F SAR 280.00 EQUIV ..... TX .
TX . ..... TX . ..... TX .
TOTAL SAR 280.00 BR..... NF.....
COMMISSION ..... TOUR CODE.....
FORM OF PAYMENT
CASH.....
. ....
FARE CALCULATION JED SV
RUH280.00SAR280.00END.....
. ....
. ....
. ....
EN.....
. ....
PR.....
. .... ORIGINAL ISSUE/IN
EXCHANGE.....
. ....

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GUI: Add the ticket expiration date in the N.V.A box in the TST.

TST -- Webpage Dialog

TST

Check country taxes

TST	1	Change	Loc., sign, date	JEDSV0008 WA/	Type	M	Orig/dest	JEDRUH	TKT type	Valid carrier	SV
Last date to ticket	13JUN12	Passenger	1.WA/WAMR	Calculation Mode	1						

#	Stop.	City	Carrier	Flight	Class	Date	Time	Status	Fare basis	TKT desig.	NVB	NVA	Baggage
1	0	JED	SV	1056	Y	13JUN	01:00	OK	Y2SVR			12DEC12	1PC
		RUH											

Base fare	SAR	280.00	Normal issue(F)
Equivalent			Banker's rate
Taxes			
Airline Fees	SAR	15.00	
Total	SAR	295.00	Net fare

Commission

Tour code

Form of payment CASH

Fare calculation JED SV RUH280.00SAR280.00END

Build

Endorsements / restrictions

Payment restrictions

Endorsements / restrictions

Original issue/in exchange

Update Update segments Delete Exchange

Refund, Reroute and Rebook Fees

- *More than 24 hours prior to departure:*
 - Refund and Reroute fees for first and business classes has increased to SAR 70.
 - Refund and Reroute fees for economy class has increased to SAR 50.
 - Rebooking/Revalidation is free of charge for all classes (First / Business and Economy).
- *Within 24 hours from departure:*
 - In case that the customer requested to reroute his ticket within 24 hours from departure, a fee of 25% of coupon value with a minimum of SAR 70 for First/Business class and SAR 50 for Economy class becomes applicable.
 - In case that the customer requested to refund his ticket within 24 hours from departure, a fee of 25% of ticket fare with a minimum of SAR 70 for First/Business class and SAR 50 for Economy class becomes applicable.
 - Rebooking/Revalidation is free of charge for all classes (First / Business and Economy).
- *After departure:*
 - In case that the customer requested to rebook or reroute his ticket after departure, a fee of 25% of coupon value with a minimum of SAR 70 for First/Business class and SAR 50 for Economy class becomes applicable.
 - In case that the customer requested to refund his ticket after departure, a fee of 25% of ticket fare with a minimum of SAR 70 for First/Business class and SAR 50 for Economy class becomes applicable.



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No-Show Fees

Charge 25% of coupon value with a minimum of SAR 70 for First/Business and SAR 50 for Economy.

GTR Tickets

- Apply the new Reroute Fees as described above.
- No fees apply for Rebooking / Revalidation prior to departure for all classes (First / Business / Economy).
- In case that the customer requested to rebook or reroute his ticket after departure, a fee of 25% of coupon value with a minimum of SAR 70 for First/Business class and SAR 50 for Economy class becomes applicable.
- The validity of GTR tickets continues as it has been with no change.

Pricing Entries for GTR Tickets

To display the fare

FQDJEDRUH/R,U*GTR

To price the itinerary in the PNR

FXP/R,U*GTR

Royal INV Tickets

- Reroute for Royal INV tickets is not permitted.
- No fees apply for Rebooking / Revalidation prior to departure for all classes (First / Business / Economy).
- In case that the customer requested to rebook his ticket after departure, a fee of 25% of coupon value with a minimum of SAR 70 for First/Business class and SAR 50 for Economy class becomes applicable.
- The validity of Royal INV ticket is one year from the original issue date.

Pricing Entries for Royal INV Tickets

To display the fare

FQDJEDRUH/R,U*INV

To price the itinerary in the PNR

FXP/R,U*INV

Exceptions

- All Involuntary Changes.

Notes

- In case of refund, it is obligatory to ensure that the booking associated with the refunded ticket is cancelled.
- For domestic tickets issued before 01 July 2012, please apply the conditions that were applicable before.
- The new rules will apply on the (Y, B, M) fares for the Riyadh – Alula sector.

The following tables illustrate the new applicable fees for domestic tickets:

More than 24 Hours before departure	Refund / Reissue		
	Adult	Child	Infant
First/Business Class	SAR 70	SAR 70	SAR 15
Economy Class	SAR 50	SAR 25	SAR 5



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Within 24 Hours	Reissue			Refund		
	Adult	Child	Infant	Adult	Child	Infant
First / Business Class	25% of <u>coupon</u> value or SAR 70 whichever is higher	25% of <u>coupon</u> value or SAR 70 whichever is higher	25% of <u>coupon</u> value or SAR 15 whichever is higher	25% of <u>ticket</u> fare or SAR 70 whichever is higher	25% of <u>ticket</u> fare or SAR 70 whichever is higher	25% of <u>ticket</u> fare or SAR 15 whichever is higher
Economy Class	25% of <u>coupon</u> value or SAR 50 whichever is higher	25% of <u>coupon</u> value or SAR 25 whichever is higher	25% of <u>coupon</u> value or SAR 5 whichever is higher	25% of <u>ticket</u> fare or SAR 50 whichever is higher	25% of <u>ticket</u> fare or SAR 25 whichever is higher	25% of <u>ticket</u> fare or SAR 5 whichever is higher

After Departure	Revalidation / Reissue			Refund		
	Adult	Child	Infant	Adult	Child	Infant
First / Business Class	25% of <u>coupon</u> value or SAR 70 whichever is higher	25% of <u>coupon</u> value or SAR 70 whichever is higher	25% of <u>coupon</u> value or SAR 15 whichever is higher	25% of <u>ticket</u> fare or SAR 70 whichever is higher	25% of <u>ticket</u> fare or SAR 70 whichever is higher	25% of <u>ticket</u> fare or SAR 15 whichever is higher
Economy Class	25% of <u>coupon</u> value or SAR 50 whichever is higher	25% of <u>coupon</u> value or SAR 25 whichever is higher	25% of <u>coupon</u> value or SAR 5 whichever is higher	25% of <u>ticket</u> fare or SAR 50 whichever is higher	25% of <u>ticket</u> fare or SAR 25 whichever is higher	25% of <u>ticket</u> fare or SAR 5 whichever is higher

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