

Update on Domestic Tickets' Conditions		
DATE 29 December 2014	Reference Number 201412293	Effective Date 01JAN2015

This is an update to bulletin [201301303](#) issued on 01 February 2013, about Domestic ticket conditions.

New fees & conditions will be applied upon domestic ticket, starting 01 January 2015.

*Table below shows new fees & conditions in Saudi Riyal (SAR)

Class	Passenger description	Rebooking/ change travel date within the same class	Reissue/reroute	Refund	No show fees
Economy (Q,U)	Adult	50	90	90	50% of coupon value
	Child	25	45	45	
	Infant	5	9	9	Free
Business (I,D,C,J)	Adult	70	140	140	50% of coupon value
	Child	70	140	140	
	Infant	14	28	28	Free
First (A,P,F)	Adult	70	140	140	50% of coupon value
	Child	70	140	140	
	Infant	14	28	28	Free

The following tickets are excluded from all the fees:

- Involuntary reissue

General conditions:

1. New fees & conditions are applied upon SAUDIA domestic tickets issued on/after 01 January 2015.
2. Domestic tickets' validity is one year starting from the date of travel commencement for tickets issued from/ after 01 January 2015, instead of six months validity.
3. Tickets issued with confirmed bookings before 01 January 2015 will be accepted as per old rules.
4. When a passenger holds a ticket issued before 01 January 2015, and have a booking from/after 01 January 2015, then old rules applies through using automated ticket exchange tools or manually if the automated ticket exchange tools didn't work, with the importance of adding NVA date.
5. It is recommended to use automated ticket exchange tools when reissuing tickets/ revalidation with collecting fees.
6. In case of GO SHOW, above fees are applied and ticket has to be reissued according to the availability with collecting fare difference if any plus reissuance/rebooking fees. The reissuance process should be done through

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automated ticket exchange tools.

7. Sales agents should always check the fare rules & conditions found in their Global Distribution System, through the entries shown below before the reissuance process:

GDS	Entries
Amadeus	FQDxxxxyyy / FQN line_number
Galileo	FDxxxxyyy / FN*line_number
Sabre / Abacus	FQxxxxyyy / RD line_number
Worldspan / Axess	4Fxxxxyyy / 4FR line_number

8. In case that automated ticket exchange tools didn't work, then manual entries are allowed to be used. (Send cases that cannot be handled using automated ticket exchange tools to SAUDIA to be activated).
9. FOP (cash - credit cards accepted by SAUDIA in the local market).
10. It is mandatory to create confirmed bookings for all segments, in order to issue tickets. Open tickets aren't allowed.
11. In case a passenger wants to cancel his/her booking through Travel Service Providers, then agents should create a substitute booking for him/her or refund the ticket plus collecting fees if any. Open tickets aren't allowed.
12. If a passenger cancels the booking through IVR or SAUDIA website, and requests a new booking, then agents don't collect the 25% fees and only collects the fees mentioned in the tables above given that the coupon status is (O).
13. If the passenger requests to upgrade from economy to business/or first or from business to first then agents are to collect the fare difference only without other fees.
14. In case of No Show, with an (S) coupon status, and the passenger requests to (refund – reissue- revalidate) his/her ticket, then agents are to collect either the no show fees or the (refund – reissue- revalidation) fees whichever is higher, and the process shall be done in the same agent's sales report.
15. No show fees are to be collected for the closed coupon only, not the whole ticket.
16. In case of no show, with a (Z) coupon status, then it is considered as used, and the passenger can only use the rest of the coupons sequentially as mentioned in bulletin [201409161](#) referencing FTJ.
17. Ticket is not valid for (refund – revalidation – reissue) after the expiry or its validity period which is specified of one year from the date of the commencement of the first flight in the ticket.
18. When reissuing a ticket, agents have to add the validity of the original ticket in the NVA field within the new ticket.
19. If the passenger requests to combine more than one cash domestic ticket to issue an international ticket, then agents have to refund the domestic tickets and issue a new ticket for the passenger.

- to calculate fares with old rules, for tickets issued before 01 January 2015:

Tickets issued through TSPs

FXQ/R , Date of issue

Definition	Entry
Main entry	FXQ/R,
Date of issue	Date of issue

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Domestic GTR tickets:

20. When requesting a revalidation for GTR tickets, then the new fees aren't applied.
 21. New fees are applied for GTR tickets as mentioned in the table below.
 22. No show fees are 50% of coupon value, and are collected for the closed coupon only.

- table below shows new GTR fees in Riyal (SAR)

Class	Passenger description	Revalidation/ change travel date within the same class	Reissue/reroute	No show fees
Economy (Q,U)	Adult	Free	90	50% of coupon value
	Child		45	
	Infant		15	Free
Business (J)	Adult		140	50% of coupon value
	Child		70	
	Infant		20	Free
First (F)	Adult		140	50% of coupon value
	Child		70	
	Infant		20	Free

* **Note:** regarding GTR tickets, agents are to apply what is mentioned in bulletin [201407132](#) except domestic fees where the above fees apply.

GTR pricing entries:

To display a fare

FQDJEDRUH/R,U*GTR

To price a segment in a PNR

FXP/R,U*GTR

To reissue a GTR ticket

FXQ/R,U*GTR

Alfursan Reward tickets:

23. Alfursan reward tickets are exempted of above mentioned fees, and are dealt with according to redeeming miles rules & conditions of redeeming miles for Alfursan reward tickets.