

First Suite		
Date 07 November 2016	Reference number 201611071	Implementation date Immediately

Introduction:

As of Saudia interest to improve its offerings and provide luxurious services and privacy to its VIP guests, and to keep up with the strategic transformation program (SV2020); it officially intends to launch suites for first class cabin onboard its new Boeing (B777-300ER)-77Z for international routes.

Definition:

First class suite is an exceptional travel experience that is presented with authentic hospitality where we serve our guests and take care of all their traveling details starting the first moments of booking till arriving to their destination.

First Suite	
Aircraft type	Boeing B777-300ER (77Z)
Selling points	All
Form of payments	All payment (Cash- Credit Cards accepted by SV in your point of sale market - GR accounts)
Implementation field	<p>Will be through sequential process for stations that provide this service:</p> <ul style="list-style-type: none"> ➤ From Riyadh to: <ol style="list-style-type: none"> 1. Europe (Paris – London) 2. United States of America (New York – Washington) ➤ From Jeddah to: <ol style="list-style-type: none"> 1. Europe (Paris – London) 2. United States of America (New York- Washington – Los Angeles)

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 ستعرض الوكالة للمساءلة القانونية.

Class of travel	First class : FRTSUITE or FOWSUITE PRTSUITE or POWSUITE ARTSUITE or AOWSUITE
Fare calculation	Amadeus – FXP Galileo – FQCSV Sabre/Abacus – WP Worldspan / Axess – 4P*FSR Travelsky – QTE:/SV Apollo – T:\$B
Fare conditions	Refer back to fare conditions in AMADEUS system
No show	Saudia policy and procedures apply
Involuntary rerouting	
Al- Fursan	
Checked in baggage / excess baggage	Saudia policy and procedures apply for free checked-in baggage and excess baggage related to first class
Post selling services	Saudia policy and procedures apply for post selling services (reissuance- rebooking- refund)
Exceptions	It is not allowed to book and issue First Suite for the following cases: 1. CHD discount
Compensation due to operational or involuntary changes	Applying Saudia policy and procedures for compensation due to passenger denied boarding or class downgrade, except the following cases below where compensation is done through the following procedure: 1. in case the guest faces uncomfortable situation due to change of aircraft, and the guest has been accepted on the same first class onboard the new flight (seat not suite), then the guest is entitled to: <ul style="list-style-type: none"> Get the fare difference (difference between the

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	<p>price of the suite and the price of the regular seat on first class)</p> <ul style="list-style-type: none"> • 25% compensation of the affected coupon (NUC) <p>2. If the passenger encounters an uncomfortable situation due to aircraft change for departing flights from Europe and America, then to apply the policies of the countries that the flights are departing from, giving that the compensation for these flights will not be less than that for flights departing from Saudi Arabia (i.e. the highest compensation amount will be provided to the guests)</p>
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Refund value of class difference:

Class difference is done without collecting refund fees, class difference is as follows:

	Basic reservation class	Classes	Downgraded class	Refund class value
International flights	First class	Suite F,P,A	First class (seat)	A
	First class	Suite F,P,A	Business	I
	First class	Suite F,P,A	Economy	T
*Domestic flights	First class	Suite F,P,A	First class (seat)	A
	First class	Suite F,P,A	Business	I
	First class	Suite F,P,A	Economy	U

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❖ **Features of First Suite:**

1. Full privacy suites.
2. Fully equipped suites with entertainment and relaxing tools.
3. Spacious suites with soft seats that can be changed into flat beds.
4. Private chef to serve the best meals to our guests on the flight.
5. Dedicated TSC agents to serve our guests provide full services and follow up their requests step by step.
6. Free transport service from/to the airport with luxury cars (coming soon).
7. Reception of guests through executive lounges in domestic airports (Jeddah – Riyadh) to complete check in process (coming soon).
8. Special counter for check in at airports outside the kingdom.
9. Open WIFI system for our guests on flights.

Boeing 77Z capacity:

Boeing aircraft	Code	First class	Business class	Economy class	Total
B777-300ER	77Z	12 seats	36 seats	242 seats	290 seats

To display the type of aircraft use the following entry

DNE777

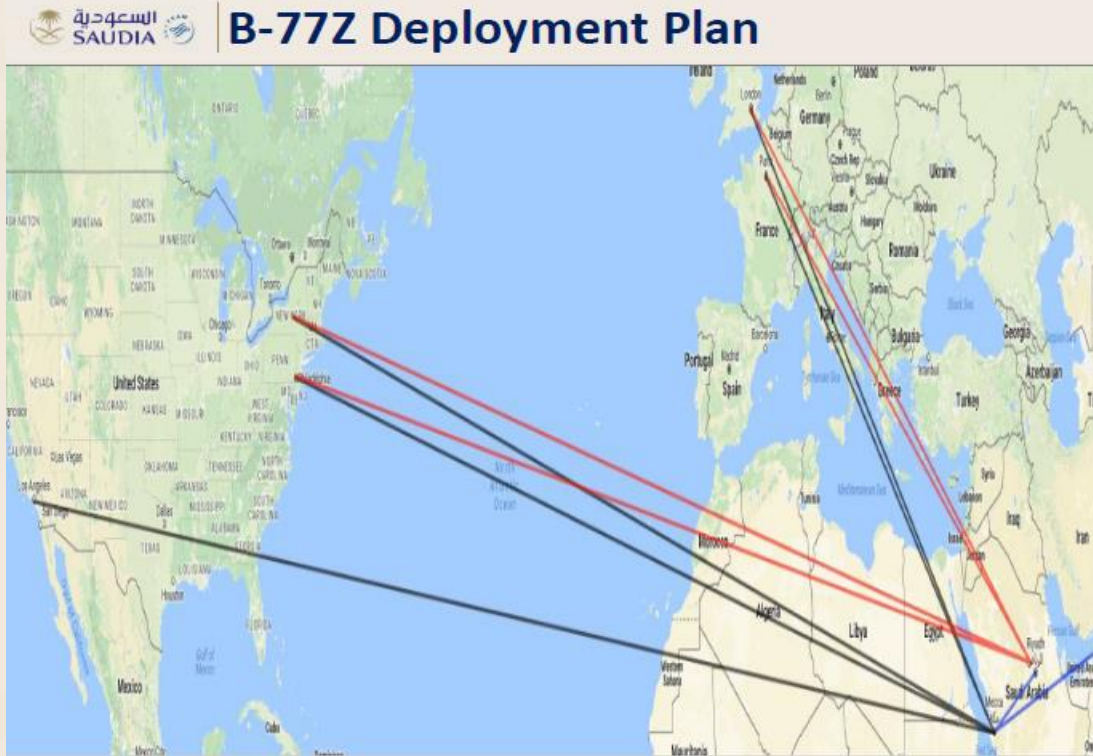
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Routing plan for Boeing 77Z



Fare calculation for new for new First Suite

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FXP
01 P1
LAST TKT DTE 17NOV16 - DATE OF ORIGIN
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      AL FLGT BK T DATE TIME FARE BASIS      NVB NVA  BG
RUH
PAR SV   143 F  F 17NOV 0210 FRTSUITE      2P
RUH SV   144 F  F 24NOV 1125 FRTSUITE      2P

SAR 27000.00      17NOV16RUH SV PAR Q100.00 3499.54SV RUH Q
                    100.00 3499.54NUC7199.08END ROE3.750490
SAR    87.00IO    XT SAR 87.00IO SAR 114.00QX SAR 185.00IZ
SAR   16.00E3    SAR 33.00FR SAR 53.00FR
SAR   472.00XT
SAR 27575.00
SAR   100.00      AIRLINE FEES
SAR 27675.00      TOTAL
AIRLINE FEES INCLUDED
TICKET STOCK RESTRICTION
    
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Comparison example of old fares related to seats and new fares for First Suite:

FQDRUHCDG/CF/02NOV											
02NOV16**02NOV16/SV RUHPAR/NSP;EH/TPM 2885/MPM 3550											
LN	FARE BASIS	OW	SAR	RT	B	PEN	DATES/DAYS	AP	MIN	MAX	R
01	FRTSVR			21147	F	+	S01JAN 31DEC+	-	-	-	M
02	FRTSUITE			26250	F	+	S01JAN 31DEC+	-	-	-	M

Images for the interior design of First Suite



B-77Z First Class Configuration



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