

Update travel classes and domestic fare conditions

Date 20 February 2018	Reference number 201802201	Implementation date Immediately
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This bulletin is a replacement to bulletin No. (201612291) for tickets and reservations on domestic flights

Due to the development in services that Saudia is providing within its domestic network, and to provide a better load factor through reservations, it has been decided to implement new classes with new fares starting **on 20 FEB 2018**

Table below displays new fare bases

Fare base	Definition
ISA	For sale on SV 065 documents inside KSA
OSA	For sale on SV 065 documents outside KSA
OAL	For sale on OAL travel documents

General conditions and rules:
Implementation:

SAUDIA has updated the prices of domestic flights on all classes of travel (guest / business / first) as follows:

1. Booking and ticket issuance on all travel classes is done through all sale channels except for guest class (U)
2. Booking and ticket issuance on guest Class (U) will be done through all electronic channels in "SAUDIA" only.
3. Passenger will lose the Coupon value in case of no-show for guest class (U) and Business Class (I).
4. It is not allowed to marge between restricted guest class (U) and other classes.
5. The value of post-sale service fees (re-booking / re-issuance / change of itinerary / refund) varies according to the date of the service request (within two days /before two days or more) from the date of departure.
6. The new prices and conditions apply to SAUDIA network for domestic flights ticket issued on or after 20 FEB 2018
7. If passenger has a ticket with a confirmed reservation issued before 20 February 2018, and wants to use the same reservation without modification, it is accepted without charge.
8. In case of passenger no-show for the first coupon (Z), the guest has the right to use the return coupon with same date of travel which will be reissued manually with no fee
9. Tickets issued before 20 February 2018 which used in part or unused and need to be (re-book / re-issue / change of the itinerary) from / after the date of 20 February 2018, the old conditions will be applied using ATC (fxq/r,date)or manually if the ATC is not working With the need to add the date of validity of the ticket (NVA).
10. Fees will be applied on all types of government discount tickets when (re-booking/re-issuing/ changing the itinerary or no-show) for domestic flights, whether or not the fare is equal to or less than the value of the ticket.
11. Government (GTR) are booked and ticketed on (H&Q) classes only.

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

gdssupport@saudiairlines.com

This bulletin is binding application and it is for distribution to Travel Service Providers (TSPs) only and may not be published under any circumstances or traded outside the TSPs. In the case of non-compliance with this TSP will be subjected to legal accountability.

تعتبر هذه النشرة ملزمة التطبيق، وهي خاصة بالتوزيع إلى مقدمي خدمات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار مقدم الخدمة وفي حال عدم التقيد بذلك سيتعرض مقدم الخدمة للمساءلة القانونية.

12. All Travel Service Providers have to check notes, fares rules and fees that are programed into their Global Distribution System, using FQD entry followed by the segment before starting the reissue process to check the fares and conditions.
13. In case ATC doesn't work then it is allowed to use manual entries (send those non-working cases to SAUDIA GDSSUPPORT@SAUDIA.COM to be activated).

GUEST CLASS		BUSSINES CLASS		FIRST CLASS	
Saver  1 Hand Bag 7Kg  F&B  30% Miles Earned	U	Basic  Seat Selection  1 Bag 32Kg  1 Hand Bag 9Kg  F&B  150% Miles Earned	I		A
Basic  1 Bag 23Kg  1 Hand Bag 7Kg  F&B  75% Miles Earned	N	Flex  Seat Selection  2 Bag 32Kg  1 Hand Bag 9Kg  F&B  175% Miles Earned	D	Flex  Seat Selection  2 Bag 32Kg  1 Hand Bag 9Kg  F&B  250% Miles Earned	P
	Q		C		
Flex  Seat Selection  2 Bag 23Kg  1 Hand Bag 7Kg  F&B  100% Miles Earned	H		J		F

For more details about the special conditions and fares, please follow the entry (FQD) followed by the itinerary .

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Form of payments (FOP):

All Saudia accredited form of payments.

Open tickets:

It's obligatory to have confirmed booking of all segments, and it's not allowed to issue open tickets with any form of payment Except for government tickets for the first issue.

PNR cancellation:

If a guest requested to cancel his PNR, then agents have to create an alternative booking or refund the ticket collecting the applicable fees and not leave the ticket open at any case.

Upgrading classes:

1. It is allowed to upgrade travel class from Guest class (N,Q,H) to Business/First or from Business to First and collect the difference between the classes with no fees collecting.
2. It is allowed to upgrade the class within the same cabin, e.g. upgrade the class prior to departure from (I/Class) to (C/Class), collecting the fare difference plus the reissuance fees.

Downgrade classes:

1. It is not allowed to downgrade the travel class from First to Business or from Business to Guest class.
2. It is also not allowed to downgrade the class within the same cabin e.g. downgrade travel class from (J/Class to C/Class).

After-sale services :

1. It is allowed to change booking voluntarily (Refund-Reissue-Rebook), Except for guest class (U) through applying the travel classes' rules and conditions.
2. Collect higher fees when reissuing or refunding a ticket/s issued with different classes.
3. After sale services are not allowed for (U class).

Validity:

1. Ticket is not valid for (Revalidation- Refund- Reuse) after it has passed its validity date for more information on the validity of domestic tickets, please refer to bulletin no. [201802011](#).
2. When reissuing the ticket, agents have to add the validity date of the original ticket (N.V.A) in the new ticket.

No- show:

Bulletin # 20170427 for (no-show) is applied

Accepting go-show passengers for domestic flights through the airport:

Go-show passengers will be accepted as per the table below:

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Cabin	Booking class	Accepted class
First class	F-P-A	F
Business class	J-C-D-I	J
Guest class	H-Q-N-U	H

Involuntary downgrade:

In case of an involuntary downgrade, then agents have to apply the fares that are related to the below classes for the purposes of refunding the fare difference:

Cabin	Booking class	Downgraded to-	Classes specified for refunds
First class	F, P, A	Business class	I
First class	F, P, A	Guest class	Q
Business class	J,C,D,I	Guest class	Q

Notes :

1. GTR policies and procedures shall apply as per bulletin [201710311](#).

The following tickets are excluded from all charges:

1. Involuntary tickets cases.

Allowance baggage / excess

- The number of free inspection baggage for the passenger shall be determined according to each class as mentioned in the ticket.
- The weight of the free allowed baggage for guest class is (23) kg per piece, maximum (32) kg and 70 riyals is counted as a heavy weight excluding the price of VAT.
- The weight of baggage allowed for business and first class (32) kg maximum per piece.

For more information, kindly coordinate with the GDS Support department:

GDSSUPPORT@SAUDIA.COM

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