Updating SAUDIA reservation system when accepting infant’s ticket

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Based on the policy of accepting passengers in SAUDIA’s Ground Operations manual, which dictates not to accept an infant’s ticket if he/she completed two years or more before the return flight and has to be treated as a child instead.

Therefore, the child discount should be applied on the whole itinerary or the remainder of the partially used ticket.

Accordingly, SAUDIA’s reservation and ticketing system has been updated to read the age of the infant and not to accept issuing or reissuing the ticket if the infant completed two years before the return flight. In case of changing the flight date and during the new flight the infant completed two years, then reissue the unused coupon/s using children fares for the rest of the flight and book a seat for the child for the remaining segments.

Example of the message that will appear in case the infant completed two years starting from the travel date:

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ERROR - INFANT AGE MAY EXCEED FOR SOME SEGMENTS
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If you have any questions or comments on this Bulletin, please contact:
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