## Sales Procedures

### 2nd Procedures Updating for tickets issued by travel agency

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Update for Bulletin N. 201805231 issued on 23 MAY 2018, regarding the government and revenues tickets issued by travel agencies.

We would like to inform you that it has been decided to modify handling of all types of revenues and governments tickets issued by travel agencies and electronic agencies (OTAs) inside and outside of the kingdom based on:

All services are allowed for all Saudia guests who have issued their tickets through travel and electronic agencies (TA’s & OTAs) carrying Saudia document number (065) inside or outside of the kingdom (under conditions):

- **OOK CTO’s Procedures**
  - All after sales services excluding REFUND should be provided by SV sales offices OOK (CTOs, ATOs & TSCs) for GTR holders who issue their Tickets through TA’s IN/OUT KSA (GTR Procedures should be applied)

- **Sales offices Procedures (IK)**
  - Airport sales offices procedure (ATOs):
    - All after sales services can be provided (in optional and involuntary cases) through airport sales offices within 24 hours of departure time except refund.

**Sales offices (CTOs) and phone sales offices (TSCs) Procedure:**

1. All after sales services, such as flight date change, seat selections, excluding ticket reissue can be provided.

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If you have any questions or comments on this Bulletin, please contact SAUDIA manager in your area.
2. Tickets not used at all optional modification is not allowed (Reissue or refund) for tickets not partially used, except in case of involuntary modification or IATA temporary primary agency suspension or the contract with the agency has been canceled.

3. Tickets partially used Reissuing and optional modifications for tickets partially used and issued by agency are allowed to be served.

Refund procedure:

Cases allowed for ticket refund:
1- Revenue tickets and EMDs, which partially used and reissued by Saudia.
2- All ticket issued by agencies suspended by IATA (temporary or primary)

Cases not allowed for ticket refund:
1- Fully un-used Tickets.
2- Government and business accounts tickets
3- Tickets and EMD's issued by - Credit cards
4- Tickets issued in foreign currencies without the finance department approval.

Involuntary modification procedures:
Apply Saudia regulations and procedures to involuntary modification cases.

Additional and proactive services (SR / IU):
Additional and proactive services for tickets (partially or fully used) are provided a cross sales offices or call centers.

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NOTES:

- All fees, terms and conditions shall apply in accordance with the regulations and procedures of "SAUDIA" On agency’ ticket in case of any modifications in the tickets, additional or proactive services.
- To make sure of the activation, of the agency IATA number, please contact TRAVEL AGANCEY POLICY & LEISURE DEV department (TAP@SAUDIA.COM)
- To make sure that the contract still active, please contact Government-Sales@saudia.com

Mلاحظات:

- تطبق جميع الرسوم والشروط والأحكام حسب أنظمة وأجراءات "السعودية" على تذاكر الوكالات عند إجراء أي تعديل على التذاكر أو الخدمات الإضافية أو الاستباقية.
- للتأكد من فعالية رقم الآياتا الخاص بالوكالة يتم مراسلة إدارة أنظمة وأجراءات وكالات السفر والسياحة على البريد الإلكتروني (TAP@SAUDIA.COM).
- للتأكد من استمرارية التعاقد مع وكيل سياحي يتم مراسلة إدارة الحسابات الحكومية على البريد Government-Sales@saudia.com.

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