

Frequently Asked Questions (FAQs)

A. Introduction

Etihad Airways has introduced branded fare structure.

Etihad's new branded fares will:

- Offer more price points and smaller price gaps between brands.
- Enable upsell opportunities to higher brands with flexible benefits.

B. Branded Fares Module

Question 1: Economy and Business Class fares already exist as a brand. What has changed?

In the new branded fares, if a flight has available seats in a specific booking class, the fare for the selected RBD may be available in all brands.

For example:

If booking class Q is open, Q will be available in all economy fare brands with different price points:

Q BASIC / Q VALUE / Q COMFORT / Q DELUXE

Amadeus GDS View:

```
SN12JUNAUHATH/AEY
** ETIHAD AIRWAYS - SN ** ATH ATHENS.GR 14 WE 12JUN 0000
1 EY 093 J6 C6 D6 WC ZC IC Y9 /AUH A ATH 0220 0630 E0/32A 5:10
B9 H9 K9 M9 Q9 LC VC UC EC TC NC SL G9
```

```
29MAY24**29MAY24/EY AUHATH/NSP;EH/;YBASIC
LN FARE BASIS OW AED RT B PEN DATES/DAYS AP MIN MAXFR
01 QLN05H8N 1720 Q NRE S31MAR 13JUN+ - - 12MAR
B31DEC -
02 QLN00H8N 1120 Q NRE S31MAR 13JUN+ - - - AR
B31DEC -
29MAY24**29MAY24/EY AUHATH/NSP;EH/;YVALUE
03 QLN05V8N 1810 Q + S31MAR 13JUN+ - - 12MAR
B31DEC -
04 QLN00V8N 1180 Q + S31MAR 13JUN+ - - - AR
B31DEC -
29MAY24**29MAY24/EY AUHATH/NSP;EH/;YCOMFORT
05 QLN05C8N 1910 Q + S31MAR 13JUN+ - - 12MAR
B31DEC -
06 QLN00C8N 1240 Q + S31MAR 13JUN+ - - - AR
B31DEC -
29MAY24**29MAY24/EY AUHATH/NSP;EH/;YDELUXE
LN FARE BASIS OW AED RT B PEN DATES/DAYS AP MIN MAXFR
07 QLN05F8N 2000 Q + S31MAR 13JUN+ - - 12MAR
B31DEC -
08 QLN00F8N 1310 Q + S31MAR 13JUN+ - - - AR
B31DEC -
```

Question 2: Can guests book “E” Class on “Y Deluxe” brand?

Yes, guests will be able to book “E” Class on “Y Deluxe” brand if available.

Question 3: Will the surcharge be applicable on all brands?

Yes, surcharges will be applicable on all brands.

Question 4: Will there be changes to the current Corporate Fares structure?

Yes, the discount will not change, however the fare display will be based on the new branded fares structure.

Note: Always refer to GDS display

Question 5: Will the new branded fares structure applicable for private fares?

A mixed approach will be followed for private fares.

Private fares that are eligible for ticketing as per reservation date must be stored before the effective date of the new structure.

Note: Always refer to GDS display

Question 6: Where can these fares be booked?

These fares can be booked through all Direct & Indirect channels.

Question 7: What attributes will be offered by brand?

| ✓ = included X = not possible \$ = chargeable | | ECONOMY | | | | BUSINESS | | | FIRST |
|---|----------------------|----------------|----------|----------|---------------|------------------------|----------|----------|------------------------|
| | | BASIC | VALUE | COMFORT | DELUXE | VALUE | COMFORT | DELUXE | |
| Flexibility | Change | X | \$ | \$ | ✓ | \$ | \$ | ✓ | ✓ |
| | Cancellation | X | \$ | \$ | ✓ | \$ | \$ | ✓ | ✓ |
| Baggage | Cabin bag | 1 pc (max 7kg) | | | | 2 pcs (max 12kg) + 5kg | | | 2 pcs (max 12kg) + 5kg |
| | Checked bag (piece) | \$ | 2 X 23kg | | | 2 X 32kg | | | 2 X 32kg |
| | Checked bag (weight) | \$ | 25kg | 30kg | 40kg | 35kg | 40kg | 50kg | 60kg |
| Onboard | Seat | \$ | \$ | Standard | Extra legroom | ✓ | ✓ | ✓ | ✓ |
| | Onboard meal | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Onboard drinks | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| | Wi-Fi | \$ | \$ | \$ | \$ | \$ | \$ | \$ | ✓ |
| Airport | Priority Access | \$ | \$ | \$ | \$ | ✓ | ✓ | ✓ | ✓ |
| | Fast track | X | X | X | X | ✓ | ✓ | ✓ | ✓ |
| | Lounge | \$ | \$ | \$ | \$ | ✓ | ✓ | ✓ | ✓ |
| Upgrades | Miles upgrade | X | Eligible | Eligible | Eligible | Eligible | Eligible | Eligible | Eligible* |
| | Cash upgrade | X | Eligible | Eligible | Eligible | Eligible | Eligible | Eligible | Eligible* |
| Others | Miles | 15% | 35% | 75% | 125% | 100% | 200% | 250% | 300% |
| | Chauffeur | \$ | \$ | \$ | \$ | \$ | ✓ | ✓ | ✓ |

Question 8: Where does chauffeur service apply, and does it apply to a specific fare brand?

Chauffeur service applies only in the UAE and is applicable to all premium fare brands except Value.

Question 9: Will Basic fare brand be available in all markets?

Yes, Basic fare brand will be available in all markets where Branded Fares have been introduced. This brand will not have checked-in baggage. Agents must ensure that this information is communicated to the guest.

Question 10: Are attributes based on fare brands?

Yes, attributes such as seat assignment, baggage, chauffeur etc. are based on fare brands.

C. Pricing, Fare quotes and Issuance process

Question 11: Is the Fare Family information available on different channels?

Fare Family information is available at different touchpoints including direct and indirect channels.

Question 12: How to display a fare with fare family in Amadeus GDS?

On Amadeus GDS, a fare with fare family can be displayed using below command:

FQDCMNBJS/AEY/D15FEB/FF/CQ

```

FQDCMNBJS/AEY/D15FEB/FF/CQ
AA AC AF AH AI AJ AK AL AM AN AO AP AQ AR AS AT AU AV AW AX AY AZ BA      TAX MAY APPLY
BD BR CA CI CX CZ EK ET FM      SURCHG MAY APPLY-CK RULE
FZ GF GS HO HU HX IB IT JD
JL KL KO KU LH LO LX MF MH
MK MS MU NH NZ OS PK PR QF
QR SN SQ SU SV TG TK TP UA
UL VS WY ZH 3U 8L 9W
ROE 10.149587 UP TO 5.00 MAD
15FEB25**15FEB25/EY CMNBJS/NSP;EH/ YVALUE
LN FARE BASIS      OW      MAD RT      B PEN DATES/DAYS      AP MIN MAX R
01 QNN00V2R      6555      Q +      E15FEB 005MAR+ - - - R
02 QNN05V2R      10100 Q +      E15FEB 005MAR+ - - 12M R

15FEB25**15FEB25/EY CMNBJS/NSP;EH/ YCOMFORT
03/QNW00C2R      8235      Q +      567+ - - - R
04/QNX00C2R      7980      Q +      1234+ - - - R
05 QNN00C2R      6940      Q +      - + - - - R
06/QNW04C2R      13465 Q +      567+ - - 6M R
07/QNX04C2R      13210 Q +      1234+ - - 6M R
08 QNN05C2R      10685 Q +      - + - - 12M R
>
> md
15FEB25**15FEB25/EY CMNBJS/NSP;EH/ YDELUXE
LN FARE BASIS      OW      MAD RT      B PEN DATES/DAYS      AP MIN MAX R
09 QNN00F2R      7285      Q +      E15FEB 005MAR+ - - - R
10 QNN05F2R      11220 Q +      E15FEB 005MAR+ - - 12M R
>
  
```

| Entry | Description |
|--------|---------------------------|
| FQD | Fare Display |
| CMNBJS | City Pair |
| AEY | Airline "EY" |
| D | Date of Departure (15FEB) |
| FF | Fare Family |
| CQ | Booking class "Q" |

Question 3 How do I price a fare with multiple fares in Amadeus GDS?

There are no changes in pricing a fare. With the new structure, there will be multiple-fare pricing options with different Fare Families for the same booking class.

Note: When pricing, the agent needs to ensure that the correct fare and brand are selected.

a) Price quote without storing the fare

Use the pricing entry **FXX** without storing the price. This entry can be used without entering other PNR elements such as name, contacts and ticketing element.

```

FXX
* FARE BASIS * DISC * PTC * FARE<AED> * MSG *T
01 ECO UNRS * * 1 * 5760 * *Y
02 ECO RSTD * * 1 * 5560 * *Y
03 ECO UNRS * * 1 * 5540 * *Y
04 ECO RSTD * * 1 * 5450 * *Y
05 ECO RSTD 2 * * 1 * 5330 * *Y
*1-5*TICKET STOCK RESTRICTION
FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
*1*FARE FAMILIES: YDELUXE
*2*FARE FAMILIES: YCOMFORT
*3*FARE FAMILIES: YVALUE ,YDELUXE
*4*FARE FAMILIES: YCOMFORT ,YVALUE
*5*FARE FAMILIES: YVALUE
PAGE 1/ 1
>
> fqq5
FQQ5
05 ECO RSTD 2 * * 1 * 5330 * *Y
-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
CMN
XAUH EY 612 M M 17FEB 0930 MNN05V2R 17FEB17FEB 40
BJS EY 888 M M 17FEB 2115 MNN05V2R 17FEB17FEB 40
XAUH EY 889 Q Q 20FEB 1930 QNN05V2R 20FEB20FEB 40
CMN EY 613 Q Q 21FEB 0225 QNN05V2R 21FEB21FEB 40
MAD 10455 17FEB25CMN EY X/AUH EY BJS532.53EY X/AUH
AED 3920 EY CMN497.55NUC1030.08END ROE10.149587
AED 1120-YQ XT AED 10-ZR AED 40-A9 AED 80-MA AED 20-MA
AED 90-F6 AED 50-CN
AED 200-XT
AED 5330
RATE USED 1MAD=0.37446083AED
FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
>
PAGE 2/ 3
>
> md
FARE FAMILY:FC1:1-2:YVALUE
FARE FAMILY:FC2:3-4:YVALUE
TICKET STOCK RESTRICTION
BG CXR: 2*EY/2*EY
  
```

| Entry | Description |
|-------|---|
| FXX | itinerary pricing entry without storing the fare |
| FQQ | entry to display a ticket image from the list of fare displayed |
| 5 | Fare line number This may vary depending on the fare line # you want to display, in case of multiple fare option |

b) Price quote with storing the fare

Use pricing entry as **FXP**

It is mandatory to enter the PNR elements such as name, contact details, ticketing element to be able to price and store the TST using this entry.

```

FXP
* FARE BASIS * DISC * PSGR * FARE<AED> * MSG *T
01 ECO UNRS * * P1 * 5760 * *Y
02 ECO RSTD * * P1 * 5560 * *Y
03 ECO UNRS * * P1 * 5540 * *Y
04 ECO RSTD * * P1 * 5450 * *Y
05 ECO RSTD 2 * * P1 * 5330 * *Y
*1-5*TICKET STOCK RESTRICTION
FARE FAMILIES: (ENTER FQF FOR DETAILS, FXY FOR UPSELL)
*1*FARE FAMILIES: YDELUXE
*2*FARE FAMILIES: YCOMFORT
*3*FARE FAMILIES: YVALUE ,YDELUXE
*4*FARE FAMILIES: YCOMFORT ,YVALUE
*5*FARE FAMILIES: YVALUE
>
PAGE 1/ 1

> fxt5
FXT5
01
-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
CMN
XAUH EY 612 M M 17FEB 0930 MNN05V2R 17FEB17FEB 40
BJS EY 888 M M 17FEB 2115 MNN05V2R 17FEB17FEB 40
XAUH EY 889 Q Q 20FEB 1930 QNN05V2R 20FEB20FEB 40
CMN EY 613 Q Q 21FEB 0225 QNN05V2R 21FEB21FEB 40

MAD 10455 17FEB25CMN EY X/AUH EY BJS532.53EY X/AUH
AED 3920 EY CMN497.55NUC1030.08END ROE10.149587
AED 1120-YQ XT AED 10-2R AED 40-A9 AED 80-MA AED 20-MA
AED 90-F6 AED 50-CN
AED 200-XT
AED 5330
RATE USED 1MAD=0.37446083AED
FARE FAMILIES: (ENTER FQF FOR DETAILS, FXY FOR UPSELL)
>
PAGE 2/ 3

> md
FARE FAMILY:FC1:1-2:YVALUE
FARE FAMILY:FC2:3-4:YVALUE

```

| Entry | Description |
|-------|--|
| FXP | itinerary pricing entry without storing the fare |
| FXT | entry to select the fare on the list of fare displayed |
| 5 | Fare line number This may vary depending on the fare line # you want to save, in case of multiple fare option |

Question 14: How can I price quote with fare family in Amadeus GDS?

a) Use the pricing entry **FXX/FF-YDELUXE** (when pricing an Economy Deluxe brand)

```
> fxx/ff-ydeluxe
FXX/FF-YDELUXE
* FARE BASIS * DISC * PTC * FARE<AED> * MSG *T
01 ECO UNRS * * 1 * 5760 * *Y
*1*TICKET STOCK RESTRICTION
FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
*1*FARE FAMILIES: YDELUXE
> PAGE 1/ 1

> fqq1
FQQ1
01 ECO UNRS * * 1 * 5760 * *Y

-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
CMN
XAUH EY 612 Q Q 17FEB 0930 QNN05F2R 15FEB05MAR 45
BJS EY 888 Q Q 17FEB 2115 QNN05F2R 15FEB05MAR 45
XAUH EY 889 M M 20FEB 1930 MNN05F2R 15FEB 45
CMN EY 613 M M 21FEB 0225 MNN05F2R 15FEB 45

MAD 11615 17FEB25CMN EY X/AUH EY BJS552.73EY X/AUH
AED 4350 EY CMN591.64NUC1144.37END ROE10.149587
AED 1120-YQ XT AED 10-ZR AED 40-A9 AED 80-MA AED 20-MA
AED 90-F6 AED 50-CN
AED 200-XT
AED 5760
RATE USED 1MAD=0.37410254AED
FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
> PAGE 2/ 3

> md
FARE FAMILY:FC1:1-2:YDELUXE
FARE FAMILY:FC2:3-4:YDELUXE
```

| Entry | Description |
|---------|--|
| FXX | Itinerary pricing entry without storing the fare |
| FF | Fare family followed by brand code information |
| YDeluxe | Brand code information This may vary depending on the brand you want to price |
| FQQ | Entry to display a ticket image from the list of fare displayed |
| 1 | Fare line number (this may vary depending on the fare you want to display) |

b) Use pricing entry as FXP/FF-YDELUXE (When pricing an Economy Deluxe brand)

```

--- MSC ---
RP/AUHEY00TT/
1. [REDACTED] MR
2 EY 612 Q 17FEB 1*CMNAUH DK1 0930 1935 17FEB E 0 789 M
  SEE RTSVC
3 EY 888 Q 17FEB 1*AUHPKX DK1 2115 0845 18FEB E 0 789 M
  SEE RTSVC
4 EY 889 M 20FEB 4*PKXAUH DK1 1930 0045 21FEB E 0 789 M
  SEE RTSVC
5 EY 613 M 21FEB 5*AUHCMN DK1 0225 0800 21FEB E 0 789 M
  SEE RTSVC

> fxp/ff-ydeluxe
FXP/FF-YDELUXE

01 [REDACTED]*

-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
CMN
XAUH EY 612 Q Q 17FEB 0930 QNN05F2R 15FEB05MAR 45
BJS EY 888 Q Q 17FEB 2115 QNN05F2R 15FEB05MAR 45
XAUH EY 889 M M 20FEB 1930 MNN05F2R 15FEB 45
CMN EY 613 M M 21FEB 0225 MNN05F2R 15FEB 45

MAD 11615 17FEB25CMN EY X/AUH EY BJS552.73EY X/AUH
AED 4350 EY CMN591.64NUC1144.37END ROE10.149587
AED 1120-YQ XT AED 10-ZR AED 40-A9 AED 80-MA AED 20-MA
AED 90-F6 AED 50-CN
AED 200-XT
AED 5760
RATE USED 1MAD=0.37410254AED
FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
> PAGE 2/ 3

> md
FARE FAMILY:FC1:1-2:YDELUXE
FARE FAMILY:FC2:3-4:YDELUXE
FXU/TS TO UPSELL YDELUXE-JCOMFORT FOR 5380AED

```

| Entry | Description |
|---------|--|
| FXP | Itinerary pricing entry with storing the fare |
| FF | Fare family followed by brand code information |
| YDeluxe | Brand code information This may vary depending on the brand you want to price |

c) Use the price quote entry as **FXX or FXP/FF3-Ydeluxe/FF5-Yvalue** when pricing a Mixed Brand
FXP/FF3-YDELUXE/FF5-YVALUE
FXX/FF3-YDELUXE/FF5-YVALUE

FXP/FF3-YDELUXE/FF5-YVALUE

01 *

| AL | FLGT | BK | T | DATE | TIME | FARE BASIS | NVB | NVA | BG |
|---|---------|-----|---|--------------|--------------|--------------|-----------|-------|----------|
| CMN | | | | | | | | | |
| XAUH | EY | 612 | Q | Q | 15FEB | 0930 | QNN05F2R | 15FEB | 15FEB 45 |
| BJS | EY | 888 | Q | Q | 15FEB | 2115 | QNN05F2R | 15FEB | 15FEB 45 |
| XAUH | EY | 889 | M | M | 20FEB | 1930 | MNN05V2R | 20FEB | 20FEB 40 |
| CMN | EY | 613 | M | M | 21FEB | 0225 | MNN05V2R | 21FEB | 21FEB 40 |
| | | | | | | | | | |
| MAD | 11015 | | | 15FEB25 | CMN EY X/AUH | EY BJS552.73 | EY X/AUH | | |
| AED | 4130 | | | EY CMN532.53 | NUC1085.26 | END ROE10.14 | 9587 | | |
| AED | 1120-YQ | | | XT AED 10-ZR | AED 40-A9 | AED 80-MA | AED 20-MA | | |
| AED | 90-F6 | | | AED 50-CN | | | | | |
| AED | 200-XT | | | | | | | | |
| AED | 5540 | | | | | | | | |
| RATE USED 1MAD=0.37466159AED | | | | | | | | | |
| FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL) | | | | | | | | | |
| > | | | | | | | PAGE 2/ 3 | | |
| > md | | | | | | | | | |

| Entry | Description |
|----------------|--|
| FXP/FF | Itinerary pricing entry |
| FF | Fare family |
| Ydeluxe/Yvalue | Brand code information This may vary depending on the brand you want to price |
| 3/5 | Fare component line number |

d. Use this pricing entry when quoting the best price with fare family option

FXB/FF-Yvalue

FXB/FF2-Yvalue/FF3-Ycomfort

```

--- TST ---
RP/AAANEY0100/
1. [REDACTED]
2 EY 455 M 19DEC 4 SYDAUH HK1 1 2130 0500+1 77W E 0 M
  SEE RTSVC
3 EY 454 M 30DEC 1 AUHSYD HK1 A 2225 1905+1 77W E 0 M
  SEE RTSVC

> fxb/ff2-yvalue/ff3-ycomfort
FXB/FF2-YVALUE/FF3-YCOMFORT

01 [REDACTED]
ITINERARY REBOOKED

-----
      AL FLGT BK T DATE  TIME  FARE BASIS      NVB  NVA  BG
SYD
AUH EY   455 Q  *Q 19DEC 2130  QHW1CV5R      19DEC19DEC 25
SYD EY   454 Q  *Q 30DEC 2225  QHX1CC5R      30DEC30DEC 30

AUD  3030.00      19DEC24SYD EY AUH960.16EY SYD1015.26NUC
AED   7480      1975.42END ROE1.533588
AED   75-AE      XT AED 5-TP AED 10-ZR AED 180-AU AED 220
AED   40-F6      -WY
AED   415-XT
AED   8010
AED   120      AIRLINE FEES
AED   8130      TOTAL
RATE USED 1AUD=2.46688822AED
FARE FAMILIES:      (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
>
> md
FXU/TS TO UPSELL YCOMFORT-YCOMFORT FOR 290AED
AIRLINE FEES INCLUDED
TICKET STOCK RESTRICTION
BG CXR: EY/EY
PRICED WITH VALIDATING CARRIER EY - REPRICE IF DIFFERENT VC
2580 AED PENALTY APPLIES
ENDOS NON ENDO/ REF
  
```

| Entry | Description |
|-----------------|--|
| FXB | Best Price Entry |
| FF | Fare family |
| Yvalue/Ycomfort | Brand code information This may vary depending on the brand you want to price |
| 2/3 | Fare component line number |

Question 15: Will the Fare Family be visible on tickets issued by travel agencies on other GDS?

Yes, the Fare Family information will be visible on tickets issued by travel agencies when retrieved on Etihad Passenger Service System (PSS).

Question 16: What should the agent do if they don't see the desired fare brand combinations in the fare quote display?

Fare brands can be force-priced to get the desired fare brand combinations using the entry: FXP/FF2-YVALUE/FF3-YCOMFORT. Refer to Question 14 (c).

Question 17: What if the agent doesn't know all the brand names?

The agent may use the fare display entry: FQDAUHLHR/AEY/FF. Refer to Question 12.

Question 18: With the new branded fares, the best price entry will always result in the lowest/restrictive fare brand. What entry can an agent use to get the best price option for the desired brand?

Desired fare brands can be obtained using this entry, FXB/FF-Yvalue or FXB/FF2-Yvalue/FF3-Ycomfort Refer to Question 14 (d).

D. Reissue and Refunds

Question 19: What is the current ticket change policy with the new branded fares?

Below is the applicable change policy:

- a) Fare rules for changes will apply according to the fare brand selected at the time of ticketing.
- b) For fully unused tickets, fare difference will apply as per current fare
- c) For partially used tickets, fare difference will apply as per historical fare

Repricing Condition:

- d) Tickets issued prior to the policy change is based on original fare rules.
- e) Tickets issued after the policy change is based on **all** of the following conditions:
 - equal or higher RBD
 - equal or higher fare brand
 - equal or higher fare value
- f) For mixed brands, the most restrictive fare rule will apply as per changed fare component.

Note: When repricing, the agent needs to ensure that the correct fare and brand is selected.
Any non-compliance to the policy, may result in Agent Debit Memo (ADM)

Question 20: Will there be any changes to the fare rules for changes and cancellation charges?

There will be no changes. Fare rules will apply as per the brand selected.

Question 21: Will there be any change to the Refund Policy with the new branded fares?

Below is the applicable refund policy:

- a) Refund rules will apply as per the ticket issuance date
- b) Tickets issued prior to policy change, one way fare calculation of partially used ticket is based on equal or higher RBD
- c) Tickets issued after policy change, one way fare calculation of partially used ticket is based on equal or higher RBD and fare brand
- d) For fully unused ticket, current policy to be followed

Note: Any noncompliance to the policy, may result in Agent Debit Memo (ADM)

Question 22: Can guests change/modify their booking with these new types of fare on the website?

Yes, this type of booking can be serviced on the website as well.

Question 23: Will the fare rules for change and cancellation fee be the same across all booking classes of the same brand?

Yes, the fare rules for change and cancellation fee be the same across all booking classes of the same brand.

Question 24: Is it possible that a fare brand will be downgraded during automated re-issue?

This case may occur when a ticket is issued before the policy changes. In case of downgrade during repricing stage, agent should ensure the desired brand is selected.

Question 25: What do I do if automated re-issue is repricing different fare brands for different passenger types?

With the new branded fares, it is possible that different brands are quoted for different passenger types in one PNR. If the PNR involves different passenger types, agent may use the fare family option to reprice the same fare family for all passengers.

E. Ancillaries and EMD

Question 26: Will there be an impact on EMDs issued prior to new branded fares?

No, EMD's issued prior to the new structure will not be impacted. All existing processes remain the same.

Question 27: Which brand and booking class are eligible for Upgrade with the new branded fares structure?

Tickets issued under the Value to Deluxe brand, regardless of booking class, are eligible for upgrades. Basic brand is currently not eligible.

Question 28: What is the seat selection process?

- a) Agents must first check the seat eligibility for the guest according to the fare brand selected
- b) The itinerary must always be priced before selecting the seat
- c) An EMD will be issued only for paid seat

Question 29: Is free extra leg room seat guaranteed if the guest purchases a deluxe fare brand ticket?

No, seat selection is based on availability.

F. Corporate Fares

Question 30: How to check the attributes of a corporate fare with new branded fares in Amadeus GDS?

To determine the brand and fare type that is mapped to a specific corporate fare below are the commands:

| Entry | Description |
|--------|--------------|
| FQD | Fare Display |
| VIEAUH | City Pair |
| /AEY | Airline "EY" |

| | |
|--------|---|
| /R, U | Request for followed by corporate code |
| 00A234 | Corporate Code Account (This may vary) |
| FQN | Display a fare note from fare display |
| 1 | Fare note # (This may vary depending on the fare you want to display) |
| *25 | To display a specific category |

a) When the fare is quoted, it provides multiple price options.

```
> fgdvieuah/aey/r, [REDACTED]/cq
```

| | | | | | | | | | | | | | | | | | | | |
|---------------------------------------|-------|-------|----|-----|----|---|-----|--|--|--------------------------|-------|---|----|----|-----|--|--|--|--|
| FQDVIEAUH/AEY/R, [REDACTED]/CQ | | | | | | | | | | TAX MAY APPLY | | | | | | | | | |
| MORE FARES AVAIL IN USD | | | | | | | | | | SURCHG MAY APPLY-CK RULE | | | | | | | | | |
| ROE 0.920711 UP TO 1.00 EUR | | | | | | | | | | 2630/MPM 3793 /THYSSENKR | | | | | | | | | |
| 05JUL24**05JUL24/EY VIEAUH/NSP;EH/TPM | | | | | | | | | | DATES/DAYS AP MIN MAXFR | | | | | | | | | |
| LN | FARE | BASIS | OW | EUR | RT | B | PEN | | | | | | | | | | | | |
| 01 | QCOF2 | | | | | Q | + | | | - | 1234+ | - | - | 12 | MBR | | | | |
| | | | | | | | | | | S16APR | 30SEP | | | | | | | | |
| | | | | | | | | | | B30JUN | - | | | | | | | | |
| 02 | QCOF2 | | | | | Q | + | | | - | 1234+ | - | 4+ | 3 | MBR | | | | |
| | | | | | | | | | | S16APR | 30SEP | | | | | | | | |
| | | | | | | | | | | B30JUN | - | | | | | | | | |
| 03 | QCOF2 | | | | | Q | + | | | - | 1234+ | - | - | 12 | MBR | | | | |
| | | | | | | | | | | S16APR | 30SEP | | | | | | | | |
| | | | | | | | | | | B30JUN | - | | | | | | | | |
| 04 | QCOF2 | | | | | Q | + | | | - | 567+ | - | - | 12 | MBR | | | | |
| | | | | | | | | | | S16APR | 30SEP | | | | | | | | |
| | | | | | | | | | | B30JUN | - | | | | | | | | |
| 05 | QCOF2 | | | | | Q | + | | | - | 567+ | - | 4+ | 3 | MBR | | | | |
| | | | | | | | | | | S16APR | 30SEP | | | | | | | | |
| | | | | | | | | | | B30JUN | - | | | | | | | | |

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b) To check the attributes of a particular fare, display Category 25 of that fare (FQN1*25).

```

FQN3*25
** RULES DISPLAY **                TAX MAY APPLY
                                     SURCHG MAY APPLY-CK RULE
05JUL24**05JUL24/EY VIEAUH/NSP;EH/TPM 2630/MPM 3793 /THYSSENKR
LN FARE BASIS      OW    EUR  RT   B PEN  DATES/DAYS  AP MIN MAXFR
03 QCOF2          [REDACTED] Q  +    -    1234+ - - 12MBR
                                     S16APR 30SEP
                                     B30JUN -
FCL: QCOF2 [REDACTED] TRF: [REDACTED] RULE: [REDACTED] BK: Q
PTC: ADT-ADULT          ETC: ER -ECONOMY RESTRICTED
FARE FAMILY             : EC
FR.FARE BY RULE
FARE BY RULE CONDITIONS APPLY
BASE FARE: FCL: QLX05C2R TRF: 22 CARRIER: EY RULE: YC02
PTC: ADT ETC: ER
                                     PAGE 1/ 1
  
```

Here FCL shows the public fare basis that the selected corporate fare is mapped to. In this example, the fare is mapped to YComfort brand (QLX05C2R).

Question 3: How do I price corporate fare with brand fares in Amadeus GDS in the booking flow?

a) Create a booking

```

TICKET RECONCILIATION NEEDED
--- RLR ---
RP/RKTEY02AE/RKTEY02AE          AA/SU    5JUL24/0558Z [REDACTED]
1. [REDACTED] MRS
2  EY 154 Q 20SEP 5 VIEAUH HK1      3  1155 1920  *1A/E*
3  EY 153 Q 30SEP 1 AUHVIE HK1     A  0310 0705  *1A/E*
4 AP RKT - ETIHAD AIRWAYS - A
5 TK OK05JUL/RKTEY02AE
6 SSR OTHS 1A 341011530385 - TIME LIMIT APPLIED FOR TICKETING
7 OPW-17JUL:0932/1C7/EY REQUIRES TICKET ON OR BEFORE
  19JUL:0932 RKT TIME ZONE/TKT/S2-3
8 OPC-19JUL:0932/1C8/EY CANCELLATION DUE TO NO TICKET RKT TIME
  ZONE/TKT/S2-3
  
```

b) Pass the pricing command (FXP/R, account number)

```
> fxp/r, [REDACTED]
FXP/R, [REDACTED]

* FARE BASIS * DISC * PSGR * FARE<AED> * MSG *T
01 ECO UNRS * * P1 * 4360 * *Y
02 ECO RSTD * * P1 * 4170 * *Y
03 ECO RSTD 2 * * P1 * 4130 * *Y
*1-3*CORPORATE FARES
*1-3*TICKET STOCK RESTRICTION
FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
*1-3*FARE FAMILIES: EC
>
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```

c) Save the required fare (TST) (FXT1).

```
FXT1
01 [REDACTED] *

-----<CORP [REDACTED]>-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
VIE
AUH EY 154 Q Q 20SEP 1155 QCOF2 [REDACTED] 30
VIE EY 153 Q Q 30SEP 0310 QCOF2 [REDACTED] 30

EUR 817.00 20SEP24VIE EY AUH Q27.15 405.49EY VIE
AED 3240 454.50NUC887.14END ROE0.920711
AED 680-YQ XT AED 40-F6 AED 5-TP AED 10-ZR AED 50-AT
AED 75-AE AED 50-QD AED 90-ZY
AED 245-XT
AED 4240
AED 120 AIRLINE FEES
AED 4360 TOTAL
TOUR/CAR-VC: [REDACTED]
RATE USED 1EUR=3.95629436AED
>
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```

Question 32 Will Travel Management Companies (TMCs) have to do anything different?

Fare entries will remain unchanged. TMCs will need to be aware that there will be multiple price-points for a single RBD, with different rules & attributes.

****For any further clarification, please contact your local sales support****