

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: Will Basic fare brand be available in all markets?

Yes, Basic fare brand will be available in all markets and is non-refundable/non-changeable. This brand will not have checked-in baggage and will have hand baggage only. Agents must ensure that this information is communicated to the guest.

Exception is only for Korea market where Basic brand is refundable and changeable.

Note: The baggage field on the ticket may appear as 0K/0P/Nil/- or be left blank.

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: 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 8: 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 9: 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 10: Is the Fare Family information available on different channels?

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

Question 11: 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
BD BR CA CI CX CZ EK ET FM GJ GK GL GN GP GR HS HU HV HW HY IZ JZ
FZ GF GS HO HU HX IB IT JD JL KL KQ 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
> PAGE 1/ 2

> 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
> PAGE 2/ 2

```

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

Question 12: How do I price a fare with branded 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

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> 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)
>
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> 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 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

> fxt5

FXT5

01 [REDACTED]*

-----
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

```

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 13: 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			15FEB	25CMN	EY X/AUH	EY BJS	552.73EY	X/AUH
AED	4130			EY	CMN	532.53NUC	1085.26END	ROE	10.149587
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	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
FARE FAMILY:FC1:1:YVALUE
FARE FAMILY:FC2:2:YCOMFORT
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

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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 14: 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 15: 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 16: 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 17: 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 18: 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 19: 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 20: 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 21: 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 22: 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 23: 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 24: 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.

Question 25: Can we re-issue an Economy Deluxe brand to a Business Value brand, considering the new re-issue policy?

Yes, in case of upsell to a higher cabin, ticket can be re-issued to any business fare brand with equal or higher fare value

Question 26: Does the Cooling Off Period Policy apply to all brands?

Yes, it is applicable to all brands provided that all conditions within this policy are met.

Question 27: If a manual ticket re-issuance is required, can I update/modify the fare family if it is not reflecting in the TST?

Yes, the fare family should be updated by selecting "Modify TST" on the TST screen and entering the correct brand code in the fare family column. Agent needs to ensure that the updated fare family is in line with the fare basis and penalties/fare/tax differences are collected.

E-Ticket Number				Ticketing				Management				Interlining				Display			
607-340555550-01				Void Refund Add Original Issue Document Revalidate				Change Coupon Status Set / Remove involuntary indicator				Get coupon control Push coupon control				Extended E-Ticket History Refresh Print Print / Email / Summary of E-Ticket Mini Rules			
M: /AI MS (ADT)																			

Conjunction	LOC	Comp Loc	Type	CRS Res.Sys	Frequent Flyer Number				IATA Office Number				Origin/Destination				Fare Calc Mode		Issue Place	
01	SE...7P	-	ETKT	1A					00000000				SYDSYD				1		SYD	

#	Dep. Location	Arr. Location	Stop	Flight	Class	Date	Time	Sector Status	Fare Basis	Fare Family	Fare Owner	Coupon Status	NVB	NVA	Baggage
1	SYD	AUH	X	EY 451	Q	27JUN	1525	OK	QHG05CSR		-	OPEN	27JUN	27JUN	30K
2	AUH	ATH	O	EY 187	Q	28JUN	0220	OK	QHG05CSR		-	OPEN	28JUN	28JUN	30K
3			-	ARNK	-	-	-	-	-		-	-	-	-	-
4	BCN	AUH	X	EY 112	L	07AUG	1110	OK	LNN08CSK		-	OPEN	07AUG	07AUG	30K
5	AUH	SYD		EY 454	L	07AUG	2225	OK	LNN08CSK		-	OPEN	07AUG	07AUG	30K

Issue Status: R (Reissue)

Note: Guest may not be able to avail the complimentary services if this field is missing or incorrect.

Question 28: Is revalidation permitted with the new branded fares structures?

With automated re-issue, system will identify the action required (Re-issue or Revalidation).

E. Ancillaries and EMD

Question 29: Will there be an impact on EMDs issued prior to new branded fares?

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

Question 30: 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 31: 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 32: Is free extra leg room seat guaranteed if the guest purchases a deluxe fare brand ticket?

No, seat selection is based on availability.

Question 33: For itineraries including interline segment, which baggage rule should apply?

The Most Significant Marketing Carrier (MSMC) rule will determine the baggage allowances and charges, in accordance with IATA resolution 302.

F. Corporate Fares

Question 34: 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.

```
> fgdvieauh/aey/r, /cq
FQDVIEAUH/AEY/R, /CQ
MORE FARES AVAIL IN USD
ROE 0.920711 UP TO 1.00 EUR
05JUL24**05JUL24/EY VIEAUH/NSP;EH/TPM
LN FARE BASIS OW EUR RT B PEN TAX MAY APPLY
01 QCOF2 Q + - 1234+ - - 12MBR SURCHG MAY APPLY-CK RULE
S16APR 30SEP 2630/MPM 3793 /THYSSENKR
B30JUN -
02 QCOF2 Q + - 1234+ - 4+ 3MBR
S16APR 30SEP
B30JUN -
03 QCOF2 Q + - 1234+ - - 12MBR
S16APR 30SEP
B30JUN -
04 QCOF2 Q + - 567+ - - 12MBR
S16APR 30SEP
B30JUN -
05 QCOF2 Q + - 567+ - 4+ 3MBR
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 **
05JUL24**05JUL24/EY VIEAUH/NSP;EH/TPM 2630/MPM 3793 /THYSSENKR
LN FARE BASIS OW EUR RT B PEN TAX MAY APPLY
03 QCOF2 Q + - 1234+ - - 12MBR SURCHG MAY APPLY-CK RULE
S16APR 30SEP
B30JUN -
FCL: QCOF2 TRF: RULE: BK: Q
PTC: ADT-ADULT FTC: 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 FTC: ER
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```

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 35: How do I price a corporate fare with branded fares in Amadeus GDS in the booking flow?

a) Create a booking

```
TICKET RECONCILIATION NEEDED
--- RLR ---
RP/RKTEY02AE/RKTEY02AE          AA/SU    5JUL24/0558Z
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 36: Will Travel Management Companies (TMC) 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.

GDS pricing commands

Action Item	Galileo	Sabre	Amadeus
Fare Display entry using Fare Family	FDSYDAUH17APR/EY;	FQSYDAUH17APR-EY¥PL	FQDSYDAUH/D17APR/AEY/IL/FF
Attribute Check Entry	FN*1	Graphical display	FQF1 (1= LINE NUMBER)
Availability Entry	A17APRCGKPAR*EY	117APRSYDAUH¥EY	AN17APRSYDAUH/AEY
Seat Book Entry	N1Y1*	01M1/01M1M2	SS1M1
Quote and not Store Fare	FQCEY	WPPL	FXX
Quote and Store Fare	FQCEY	WPRQ	FXP
Quote alternate fares	FQA	WPA	FXX/FXP
Follow up entry to display the desired fare/brand after price quote	FF1 (1=Line number of the desired brand)	WPRD*(for a single fare) WPRD*S1 (for multiple fares using the segment number from the pricing unit)	FQQ1 ((1=Line number of the desired brand))
Fare Quote forcing specific brand	FQCEY*:BF8	WPBRYvalue	FXX/FF-Yvalue
Entry to quote combination of brand	FQCEY/S1-2*BF8.3-4*:BF10	WPS1*BRYvalue¥s2*BRYcomfort	FXX/FF2-Yvalue/FF4-Ycomfort
Entry to quote best price/lowest fare within the brand	FQBB*:BF01	WPNCB¥BRYvalue	FXB/FF-Yvalue

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