

Prepaid Seat Selection Service

Date 05MAY2016	Reference 201605052	Effective date IMMEDIATELY
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To keep up with the company's strategic transformation program (SV2020), It has been decided to start providing the Prepaid seat selection service on international flights for some seats as follows:

Selection of some seats will not be available through SAUDIA CTOs, Telephone Sales Centers or GDSs. Those seats will be available for the prepaid seat selection service, which will be launched immediately through the official SV website and it will be activated later for other sales channels.

Definition of Prepaid seat selection service:

It is a service provided by SAUDIA to its valued guests on guest class only to choose the front-row seats, emergency exits seats, windows seats and aisle seats to reserve them early for an additional fee when they book and issue their tickets through the official website for SAUDIA (www.saudia.com). This service will help organize the seating process for groups and families, whereby it will be gradually applied on all domestic and international flights and later it will also be activated in other sales channels.


Seats map after adding the prepaid seat selection service in "SAUDIA" website:


KEY


G - Gallery


T - Toilet

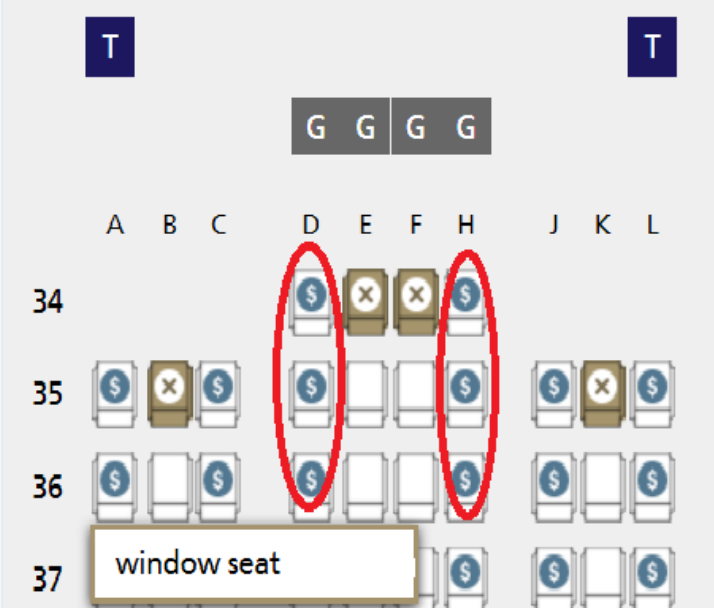
E - Emergency exit row seats

 Seat available

 Seat taken

 Seat selected

 **Chargeable Seat**



Note:

All remaining prepaid seats that were not pre-selected will be available for free assignment across all sales channels within 24 hours prior the flight departure.

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

gdssupport@saudiairlines.com

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Terms and Conditions:

- All seats that can be selected free of charge will be available for assignment without fees through SAUDIA CTOs, telephone sales centers and website and travel agencies.
- If the guest requested from SAUDIA CTOs or telephone sales centers or travel agencies to assign the front row seats, emergency exits seats, window seats or aisle seats, they must notify him to visit "SAUDIA" website for purchase and payment via credit or SADAD service.
- Applying the prepaid seats selection service for the front row seats and emergency exits seats on all tickets types without exception.
- The validity of the voucher is one year from the date of issuance.
- Reissue, reroute and refund are not allowed.
- It is not allowed to cancel the prepaid seat except in case of changing the flight by the guest on the same itinerary.
- In case of a compulsory change or in case that SAUDIA isn't being able to provide the seat that was paid for by the guest due to any reason caused by SAUDIA, the voucher must be refunded without fees through SAUDIA telephone sales centers.
- In case of changing the booking by the guest and he has a prepaid seat selection voucher, it must be linked with the new booking after reserving the seat for the guest through SAUDIA CTOs or telephone sales centers.

For linking or separating the voucher, display the voucher first:

EWD/EMD065-8200000000

For separating the voucher from the ticket, the following entry is used:

EWD/DSC/E1/TKT065-0000000000/E1

For linking the voucher with the ticket, the following entry is used:

EWD/ASC/E1/TKT065-0000000000/E1

- In case of No Show, the guest loses the full value of the voucher.
- "SAUDIA" has the right to change the prepaid seat paid by the guest after boarding the plane for security reasons or any reasons related to safety procedures and that is when the guest does not follow the safety conditions that were accepted by him during the booking through website, then, the guest loses the entitlement to refund the amount of the voucher.
- Dealing with all situations or obstacles that face the guest and prevent him from getting his prepaid seat before departure, such as changing the type of aircraft or canceling the flight or any other reason must be done through telephone sales center no. : 920022222
- In case of over booking on the flight and not boarding the guest on his prepaid seat, the voucher amount will be refunded without fees and that will not be included as part of the compensation procedures.
- In case of changing the prepaid seat paid for the guest by SV due to special circumstances from SAUDIA such as a

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technical issue in the seat, or any problems occurs during the travel or in the airport , SAUDIA customer relations department will deal with these cases to finalize the compensation procedures after proving the case through the following:

Phone: 0096626864430 / 0096626862828
or Fill in the contact form in SAUDIA website.

The table below shows the fees, seat type and the flights:

Seat Type	Booking Classes	International flights (Middle East, Africa)	International flights (America, Europe, Asia)
<u>Front row seats and emergency exits</u>	All guest classes on international flights	100 SR	200 SR
<u>Aisle Seats & Window Seats</u>	V/N classes on international flights	50 SR	100 SR

Example for prepaid seat voucher:

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EMD-0658206745074      TYPE-A      SYS-1A  LOC-27HNGV
INT-D      FCI-0  0      POI-JED      DOI-16FEB16      IOI-71493730
PAX- LNAME/FNAME MR      ADT
RFIC-A  AIR TRANSPORTATION
REMARKS-
CPN-1  RFISC-0B5  SV JEDCDG  S-O
DESCRIPTION-SEATING
PRESENT TO-
PRESENT AT-
ICW-0652461975330E1      (A)
SERVICE REMARKS-CHARACTERISTICS: CH E
FARE  F      SAR      200.00
EXCH VAL SAR      200.00      RFND VAL
TAX-
TOTAL      SAR      200.00
/FC JED SV CDG200.00SAR200.00END
FP CCVXXXXXXXXXXXXX2349/0616/A586781
FOID-
    
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