

Replacement bulletin (3) to update multiclass RBDs fare conditions for international flights

Date 03 December 2019	Reference number 201912031	Implementation date 04 December 2019
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This bulletin is replacement to bulletin number 201911141 - related to multiclass reservation and tickets for international flight.

Based on "SAUDIA" continuous efforts to improve the service provided to the guests within its international network and avail better load factor through reservation and ticketing. It has been decided to implemented new multiclass with new fare system starting from December 04, 2019.

The table below explain the new multiclass codes :

Guest class	Flex	Semi-Flex	Basic
	Y / E / B / M	Q / L / H / K	T / V / N
Business class	Flex	Semi-Flex	Basic
	J	C / D	I
First class	Flex	Semi-Flex	
	F	P / A	

General conditions and rules:
Implementation:

SAUDIA has updated the prices of international flights on all classes of travel (guest / business / first) as follows:

1. Booking and ticket issuance shall be completed on all travel classes through all sales
2. Passenger will lose the Coupon value in case of no-show for guest classes basic and saver (V,N,T) and Business Class (I).
3. The value of post-sale service fees (Re-issuance / change of itinerary / refund) varies according to the date of the service request (within two days /before two days or more) from the date of departure.
4. The new prices and conditions apply to SAUDIA network for international flights ticket issued on or after December 04, 2019.
5. If passenger has a ticket with a confirmed reservation issued before December 04, 2019 and wants to use the same reservation without modification, it is accepted without charge.
6. Ticket issued before December 04 ,2019 and partially used and the passenger wishes to (Reissue/Change of itinerary) from/after the date of December 04, 2019 , the old condition shall be applied, and add the ticket validity date (N.V.A)
7. Fees will be applied on all types of government discount tickets if (re-issue/ change of the itinerary/no-show) for domestic flights, whether or not the fare is equal to or less than the value of the ticket

If you have any questions or comments on this Bulletin, please contact
SAUDIA manager in your area

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Rules for tickets with coupon status (Z) :

Apply the bulletin no [201703011](#)

Form of payments (FOP):

All Saudia accredited form of payments.

PNR cancellation:

If a guest want to cancel a PNR, then agents have to create an alternative booking or refund the ticket with collecting the fees and not leaving the ticket open at any case.

Upgrading classes:

1. It is allowable to upgrade the class of service from all guest class RBDs to business /first class or from business to first class and collecting the fare difference between the two classes and no fees shall be collected on condition that the itinerary remains the same without changes(except GR tickets must be apply) .
2. It allowable to change the class on the **same cabin**:-
 - Example : upgrading **with the same cabin** before departure from (I/C) to (C/C) , fare difference between the two classes shall be collected in addition to the reissuing fees .
3. It is allowable to upgrade to a higher class of service while changing the itinerary , fees and fare difference if any shall be collected.
 - Example : upgrading class of service before departure from (T/C) to (C/C) while changing the itinerary from JED-CAI to JED-BEY , and collecting fare difference , in addition to re-issue fees and tax E3.

Downgrade classes:

1. It is allowable to downgrade the class of service from first class to / business class / guest class , or from business class to guest class , and collecting the required fees.
2. It allowable to downgrade to lower RBDs in the same class of service .
Example: - down grade the RBDs from (J/class/ to C/class) and collecting the required fees.

After sales services :

1. It allowable to provide after –sale services for voluntary cases related to class of service , ticket refund/re-issue/re-booking , and applying the specified fees and condition related to the class of service .
2. The highest fees shall be collected when “Re-issuing or refunding the tickets issued with different RBD.

Validity:

Applying the bulletin no [201802011](#).

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No- show:

Terms of the price apply

Accepting go-show passengers for international flights through the airport:

Go-show passengers will be accepted as per the table below:

Class category	Class	Go-show	Procedures
First class	F	F	Accepted with same class with no fees
Business class	J	J	
Economy class	Y	Y	

Involuntary downgrade:

In case of involuntary downgrade, the bulletin no [201910281](#) must be applied.

Note :

- Government ticketing procedures and regulations shall be applied according to the bulletin

The following tickets are excluded from all charges:

1. Involuntary tickets cases.

Allowance baggage / excess:-

- The number of free inspection baggage for the passenger shall be determined according to each class as mentioned in the ticket.
- The weight of the free allowed baggage for guest class is (23) kg per piece, maximum (32) kg.
- The weight of baggage allowed for business and first class (32) kg maximum per piece.
- For more information concerning the baggage refer to the related bulletin.
- The free check-in baggage for the basic guest class (V, N, T) is one piece for all destinations excluding U.S.A where entitlement is two pieces.

For more information, kindly coordinate with **SAUDIA manager in your area**

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