

## **Sales Clarifications for FATN 130-20**

### **On Reissues**

#### **For travel on or before 30 June 2020**

- Passengers can change their bookings without reissue fee and fare differential for travel on the same sector. If reissuing for another sector where the fare is higher than the original fare purchased, then the fare difference will apply.

#### **For travel from 01 July 2020**

- No reissue fee is applicable however fare difference even on same sector re-bookings may apply.
- If the new quoted fare is lower than the original ticketed fare, no refund of the fare difference will apply.

### **On Refunds**

#### **For flights canceled by Fiji Airways:**

- All passengers may amend their tickets to (a) either a specific later date or (b) opt to hold credit for which a voucher (EMD) with a validity of 31 Dec 2021 will be issued. To submit for an EMD please do so online at [EMDRequest](#).
- If the booking has any ancillary revenue purchases, the value of those will also be included in the voucher.
- The voucher can be used as payment for a future booking on any chosen dates without reissue fee and fare differential for travel on the same sector if the new date of travel is on or before 30 June 2020. If the new booking is on another sector and more expensive, the fare difference will have to be paid. For travel dates on or after 1 July 2020, while no change fee will apply, fare differences may apply.
- If at the end of the voucher validity period (31 December 2021) the passenger has been unable to use the voucher for travel on Fiji Airways, they can seek a refund up to the value of the voucher.
- If the travel credit (EMD) option is not acceptable to the passenger, the passenger may seek a direct refund of the full purchase price for the cancelled ticket. (Due to high volumes of refund requests, it may take a few weeks for the refund to be processed. We request your understanding and patience.)

#### **Where flight has not been canceled by Fiji Airways:**

- All ticketing conditions apply, however reissue fee will be waived.
- If part of the itinerary was scheduled for travel 19 March 2020 and 31 May 2020 and other flights in the itinerary were for dates beyond 1 June 2020, then credit may be held for the entire itinerary.

### **Holding Credit Options for Bookings made directly with Fiji Airways**

If the passenger has made a direct booking with Fiji Airways, they can directly call Fiji Airways to change their ticket.

### **Holding Credit Options for Bookings made by Travel Agencies**

For tickets issued by Travel Agents, the passenger has to request for any changes to their ticket through the travel agent only.



Travel Agents to follow the process mentioned below to **hold credit** (i.e. keep booking alive even post cancellation of the unused segment).

- a) If your client knows which date they wish to rebook for (on or after 1 June 2020), please go ahead and reissue the tickets for the new dates.
- b) If your client does not have an alternate date in mind, you need to protect the PNR by adding a **Retention Line** to PNR and cancelling the untraveled segment as shown below.

NOTES: The date in the Retention Line can be **29OCT2020 or 05OCT2020 only**. (the earlier date is for those GDS' which are able to insert the Retention Line for a 6 month period only).

**FOR AGENTS USING AMADEUS**

Command : **RU 1A HK1 SYD 29OCT/\*\*RETENTION LINE DUE COVID19\*\***

The line will reflect as follows in the PNR

**MIS 1A HK1 NAN 29OCT-/\*\*RETENTION LINE DUE COVID19\*\***

- *HK1 denotes the number of passengers in the booking*

**FOR AGENTS USING TRAVELPORT GALILEO**

Command : **>RT.T/29OCT/\*\*RETENTION LINE DUE COVID19\*\***

The line will reflect as follows in the PNR

**T \*\* TEXT \*\* 29OCT-/\*\* RETENTION LINE DUE COVID19\*\***

**FOR AGENTS USING TRAVELPORT APOLLO**

Command : **>0TURFJBK1SYD29OCT-/\*\*RETENTION LINE DUE COVID19\*\***

The line will reflect as follows in the PNR

**1 TUR FJ BK1 SYD 29OCT - /\*\*RETENTION LINE DUE COVID19\*\***

- *BK1 denotes the number of passengers in the booking*

- *SYD denotes issuing office code*

**FOR AGENTS USING TRAVELPORT WORLDSPAN**

Command : **>TNZZMK1MIS29OCT/AN-/\*\*RETENTION LINE DUE COVID19\*\***

The line will reflect as follows in the PNR

**1 TVL ZZ MK1 MIS 29OCT/AN-/\*\*RETENTION LINE DUE COVID19\*\***

- *TNZZ – Do not replace ZZ with any specific airline code.*

- *MK1 denotes the number of passengers in the booking*

**FOR AGENTS USING SABRE**

Command : **: 00THFJGK1NAN29OCT-/\*\*RETENTION LINE DUE COVID19\*\***

The line will reflect as follows in the PNR

**00THFJGK1SYD29OCT-/\*\*RETENTION LINE DUE COVID19\*\***

- *GK1 denotes the number of passengers in the booking*

- *SYD denotes issuing office code*

**NOTES**

- We are working towards allowing our Travel Agents to issue the EMDs for their customers themselves so as to better serve their clients. This will be enabled in a few weeks.
- For refund processing, Travel Agents may request for the same through the BSP link. US Agents (on ARC) will need to submit refunds online at [Refunds](#)
- Any credit voucher or refund issued will be in the same currency used to pay for the ticket.