

AIRLINE SALES MANUAL

For



AIRLINE SALES MANUAL – Content

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1. APG RELATIONSHIP

- a. World Program information
APG IET & GSSA
- b. Acting countries

IET GLOBAL		
Argentina - effective 1 st Apr 2021	Greece	Portugal
Austria	Guatemala - effective 1 st Apr 2021	Qatar - effective 1 st Apr 2021
Belgium	Haiti - effective 1 st Apr 2021	Russia
Benin - effective 1 st Apr 2021	Ireland - effective 1 st Apr 2021	Saudi Arabia - effective 1 st Apr 2021
Bolivia - effective 1 st Apr 2021	Italy	Senegal - effective 1 st Apr 2021
Brazil - effective 1 st Apr 2021	Ivory Coast - effective 1 st Apr 2021	Slovakia
Burkina Faso - effective 1 st Apr 2021	Jordan - effective 1 st Apr 2021	South Africa
Canada	Kazakhstan - effective 1 st Apr 2021	South Korea - effective 1 st Apr 2021
Mali (CWA) - effective 1 st Apr 2021	Kenya - effective 1 st Apr 2021	Spain
Chile - effective 1 st Apr 2021	Mexico - effective 1 st Apr 2021	Sweden
Colombia - effective 1 st Apr 2021	Morocco - effective 1 st Apr 2021	Switzerland
Costa Rica - effective 1 st Apr 2021	Mozambique - effective 1 st Apr 2021	Tunisia - effective 1 st Apr 2021
Czech Republic	Netherlands	Turkey
Cyprus - effective 1 st Apr 2021	Nigeria - effective 1 st Apr 2021	Ukraine
Denmark	Norway - effective 1 st Apr 2021	United Kingdom
Dominican Republic - effective 1 st Apr 2021	Oman	Uruguay - effective 1 st Apr 2021
Ecuador - effective 1 st Apr 2021	Panama - effective 1 st Apr 2021	Uzbekistan - effective 1 st Apr 2021
Finland	Paraguay - effective 1 st Apr 2021	U.S. A
France	Peru - effective 1 st Apr 2021	Venezuela - effective 1 st Apr 2021
Germany	Philippines - effective 1 st Apr 2021	
Ghana - effective 1 st Apr 2021	Poland	

c. APG Contact details

Sales Team

Ms. Siew Lian

Mr. Ramarao Krishnan

Reservation & Ticketing Team

Ms. Rawvidah Tajuddin

Ms. Suzanah Md Saad

Address:

Suite 1001, Level 10, Wisma Lim Foo Yong
86 Jalan Raja Chulan
50200 Kuala Lumpur
Tel: +603 2141 3899

Operation hours: Monday to Thursday - 0900 to 1800 & Friday – 0900 to 1700

Saturday, Sunday & Public Holiday: Closed

Email: SL-CP@apg-ga.com, malaysia@apg-ga.com

CARE content

Airlines Information, Logo, Airlines presentation slide, Sales Manual, GSSA
Monthly Report

<https://drive.google.com/drive/folders/0Bx2PjV4XvsPaNk0zMF9Vem5reDg>

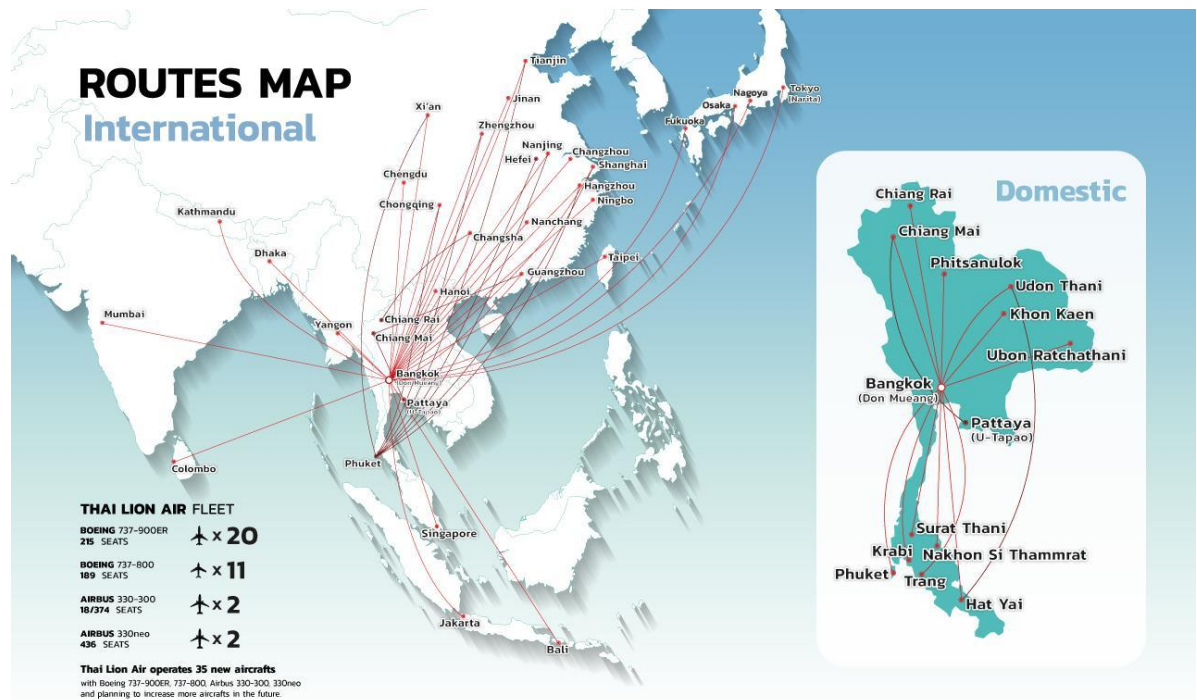
- d. Ticketing and Sales Report
Frequency : Monthly by 7th of each month
- e. Monthly Report Template
Refer to CARE folder
<https://drive.google.com/drive/folders/10pES0BF9EZxU-syvv3DXbTISwTYIbMfZ>

2. AIRLINE INFORMATION

a. History

- IATA code: SL
- A low-cost airline in Thailand founded in 2013, operating as an associate company of Lion Air based in Indonesia.
- Thai Lion Air mainly offers domestic connections between Bangkok and other domestic destinations in Thailand.
- Hub: Bangkok-Don Mueang International Airport (DMK)

b. Network



Our Destinations

Bangkok	Changsha	Colombo
Chiang Mai	Changzhou	Dhaka
Chiang Rai	Chengdu	Hanoi
Hat Yai	Chongqing	Jakarta
Khon Kaen	Guangzhou	Denpasar-Bali
Krabi	Hangzhou	Kathmandu
Nakhon Si Thammarat	Hefei	Mumbai
Pattaya	Jinan	Singapore

Phitsanulok	Nanchang	Taipei
Phuket	Nanjing	Yangon
Surat Thani	Ningbo	Tokyo-Narita
Trang	Shanghai	Nagoya
Ubon Ratchathani	Shenzhen	Fukuoka
Udon Thani	Wuhan	Osaka-Kansai
	Xi'an	
	Zengzhou	

c. Timetable

Please refer: <https://www.lionairthai.com/en/Flight/Where-We-Fly>

d. Airline useful contacts

IET - Ms Jula Tawepreeda
jula@lionairthai.com

GSSA - Ms Nuntaporn
nuntaporn@lionairthai.com

Tel: +66 2-529-9999
Email: info@lionairthai.com
Operating Hour: 24 Hours
Monday - Sunday

e. Loyalty Program

Not available

f. Distribution (BSP, GDS, Commission)

- a. All SL tickets to be plated on **GP/275** documents.
- b. Available in GDS: Abacus, Amadeus, Travelport,
- c. Credit card acceptance: All major Credit cards & UATP are accepted (according to your market).
- d. Commission: Zero
- e. Reissuance fee code: XP
- f. Cancellation fee code: CP

3. AIRCRAFTS

a. Fleet

AIRCRAFT	PASSENGERS		
	C	Y	Total
Boeing 737-800	-	189	189
Boeing 737-900ER	-	215	215

b. On-board service

B737-800
Economy



- Reclining leather seats with seat pitches of 31”
- Seat width of 17”

B737-900ER
Economy



- Reclining leather seats with seat pitches 29”
- Seat width of 17”

c. Cabin product

In-flight Meal



- Meal selection is subject to variation from time to time.
- Pre-book in-flight meal minimum 48hours before from the schedule flight departure time.
- All prices and special price from the pre-book meal are effective at the time of booking.
- Confirmed order cannot be cancelled.
- Pre-book the in-flight meal through Thai Lion Air website www.thailionair.com or Thai Lion call center +662-529-9999

d. Airport information

Don Mueang International Airport (DMK)



IATA code
DMK

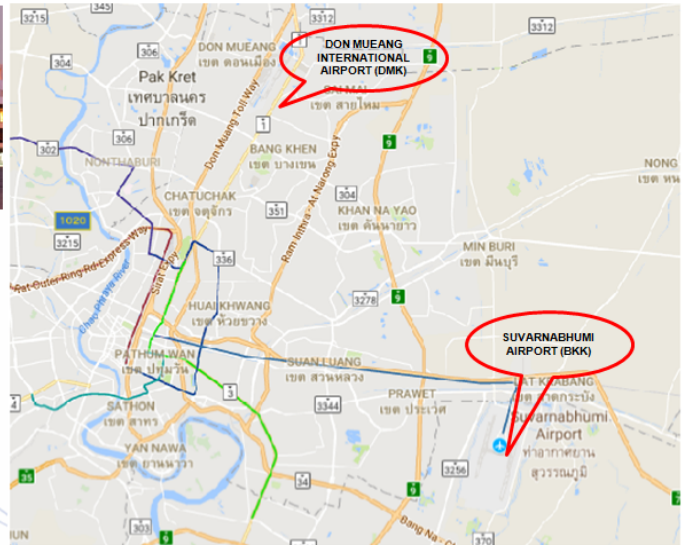
Operating Airlines
Thai Lion Air, Thai Air Asia, Nok Air

Local time GMT
+7 hours

Geographic coordinates:
Latitude (13.91), Longitude (100.60)

Location:
27 km (17 miles) south of Bangkok

Contact No:
+66 2 535 1192/1111



Suvarnabhumi Airport (BKK) is about 50km away from Don Mueang Airport (DMK)

Operate mostly full service airline ie : Thai Airways, Bangkok Airways, Malaysia Airlines, China Eastern Airline operates from BKK.

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- All Thai Lion Air flight, both domestic and international flights are operated from and to Don Mueang International Airport.
- Check-in counter for domestic flights at terminal 1 row 12.
- Check-in counter for international flights at terminal 2
- Check-in counter will be close 45minutes before departure time for domestic flight.
- For Chongqing (CKG) and Chengdu (CTU): 2 hours before the scheduled flight departure time.
- For other China airports: 1 hours 30 minutes before the scheduled time of departure.
- For other international airports: 1 hour before the scheduled time of departure.

e. Airport Ticketing Office

Don Mueang International Airport

- Terminal 2 between door 13-14
- Thai Lion care counter at Terminal 1 between door 7 – 8

4. FARES PROCEDURES

a. Published fares / Net Fares / Others (seaman etc.)

The operating carrier is responsible for filling all applicable automated fares, fees and charges in the GDS as per ATPCO

If fare/fees/charges are not correctly filed and automatically proposed by the GDSs to travel agents, the issuing carrier cannot be invoiced by the operating carrier for more than it has collected.

b. Penalties and Exceptions

Please refer to operating carrier fare rules in GDS.

c. Fare filing

Please refer to filled fare rules in GDS.

d. AD/ID Tickets procedures

Not applicable

5. MISCELLANEOUS

a. UMs

Unaccompanied minor

- An unaccompanied minor is aged between 5 – 12 years old for domestic flight.
- Young passengers, the age is between 13- 16 years old.

Infant

- Please ensure that the infant is more than eight (8) days old and under two (2) years of age at the time of travel to be considered an infant.
- The infant should also be accompanied by an able-bodied adult who shall be responsible for the infant. As a safety precaution, an adult is allowed to travel with only one infant.

Young Passengers Travelling Alone (YPTA)

- Below 12 years: We reserve the right to refuse boarding.
- Between 12 years to below 16 years: Accepted but not escort.
- Children below 12 years will not be accepted for carriage unless they are accompanied by a person of at least 18 years of age.

b. Baggage policy

- Free checked baggage allowance is determined by weight system.
- Lion Baggage can be booked via website lionairthai.com, call center (+662-529-9999), and ticket counters.
- Passengers can purchase excess baggage weights which can be made more than one transaction but total baggage allowance cannot be over 45 kilograms and each luggage's weight cannot be over 32 kilograms.
- Pre baggage can be made at least 4 hours prior to flight departure only.
- Pre baggage cannot be transferred to other passengers and name changes are not permitted.
- The baggage weight can be shared to other passengers with the same PNR booking but passengers must present themselves together at the check-in counter.
- If passengers decide to check-in with more weight than the free allowance plus pre baggage, passengers must pay normal excess baggage fees at the airport.

- Pre baggage is non-refundable except schedule change or flight cancellation by Thai Lion Air only. Pre baggage will be moved to the new flight or passenger can request for full refund.
- For voluntary change (i.e., a change made by passenger), pre baggage will be accepted on the new flight at no additional cost (same destination only).
- Thai Lion Air reserves the rights to change the rates, terms and conditions of Lion Baggage at any time without notice.
- For lion baggage charge please refer to: <https://www.lionairthai.com/en/Extra-Services/Lion-Baggage>

Details	Economy
Free Baggage Allowance - Domestic	10kg with 1 piece
Free Baggage Allowance - International	TBA

Excess Baggage Fees

- Domestic Route will charge 350 THB per kilogram.
- International Route will charge 525 THB per kilogram.

Airport Baggage Rate

Airport baggage can be purchased in advance at the airport under conditions on the date of traveling, limit one-time purchase per passenger and per sector. Excess baggage rate will be applied for overweight (charge per kilogram).

- Domestic Route will charge 850 THB per 15 kilograms.
- International Route will charge 1,400 THB per 25 kilograms.

c. Groups Requests & Processes

- Minimum group size is 10 and above.
- Fare quoted is applicable for 3 working days (72hrs) and subject to seat availability.
- Deposit required within 3days after seat confirmation.
- Full payment or balance payment and name list 10days before departure.
- Bookings confirmed within 10days to departure full payment is required upon seat confirmation
- Payment mode: cash deposit and Thai Baht remittance (equivalence local currency).

- Reducing number of group bookings is not less than minimum 10 passengers and should be prior notice before payment.
- Payment made are non-refundable.
- Requests for group fares will be sent to SL-CP@apg-ga.com or malaysia@apg-ga.com

d. Schedules changes, Flight Cancellation

- If new flight is accepted by passenger, agent can exchange the ticket with NO ADC or revalidate the ticket (if possible). For codeshare flight please exchange the ticket.
- If the new flight doesn't suit the passenger or no alternate flight, agent can propose a full refund via BSPLink with attach booking history.
- If new flight is on another airline, we can only propose full refund through BSPLink with attach booking history.

Exchange without fees permitted only with same route, same booking class and same operating airline.

e. Refunds

Refund via GDS – Voluntary refund

- Cancellation from passenger (Operating airlines rules apply)

Refund via BSPLink - Involuntary refund

- Cancellation flight / schedule change
- Dupe e-ticket or new e-ticket bought or issued
- Death of passenger

For involuntary refund, attach all supporting documents to avoid any unnecessary rejections.

For all pending refunds application, please forward your request to gprefund@apg.fr

f. Name Change Procedure

If there is a mistake on passenger name, please issue new ticket for passenger and refund the old ticket with EUR20 penalties. The refund can only be processed with a Refund Application with copy of the new ticket attached.

The refund is accepted:

- If it's spelling mistake (a ticket cannot be attribute to another person)
- If the new ticket is issued on GP stock too.
- If the flights (route, date, fare) are exactly the same.

g. Fam Trip (study tour) procedures

Not applicable

6. INTERLINE AGREEMENT

- a. Code-shares

Not applicable

- b. SPAs

Not applicable

7. MARKETING & COMMUNICATION

Official Logos, images, Trade and Consumer Newsletter Templates, Airline signature and Press trip procedures can be found in:

Google Drive: World Program Central / APG C-A-RE Client Airline Reports / CARE THAI LION AIR

<https://drive.google.com/drive/folders/0Bx2PjV4XvsPaNk0zMF9Vem5reDg>