



Branded Fares Guide

Travel Agents

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Introduction

Fiji Airways is introducing a customized product for our economy class customers. **Fly Your Way** will offer guests the option to customise how they travel based on their needs, with four categories offering a range of options.

It is now possible to display the attributes and conditions of our rate fare family structure directly on the GDS. In this Branded Fares Guide for Travel Agents, you will find the information needed to carry out the process of quoting and booking through the different Global Distribution Systems.

Branded Fares

Branded fares will offer customers the option to customise how they travel based on their needs with four categories offering a range of options. The four fare categories are Lite, Value, Comfort, and Plus, which include increasing flexibility and offerings as detailed below:

Product Attribute	LITE (Economy)	VALUE (Economy)	COMFORT (Economy)	PLUS (Economy)	BIZ VALUE (Business)	BIZ PLUS (Business)	
	Domestic Checked Bag	\$	1 piece at 15kg	2 piece at 15kg	2 piece at 15kg		
	International Checked Bag	\$	1 piece at 30kg	2 piece at 30kg	2 piece at 30kg	2 piece 1* 3 piece 2*	2 piece 1* 3 piece 2*
	Carry-on Bag	1 piece at 7kg	1 piece at 7kg	1 piece at 7kg	1 piece at 7kg	2 piece at 7kg	2 piece at 7kg
	Meal or Snack ^{3*}	Yes	Yes	Yes	Yes	Yes	Yes
	Beverages	Yes	Yes	Yes	Yes	Yes	Yes
	Entertainment	Yes	Yes	Yes	Yes	Yes	Yes
	Frequent Flyer Points	Yes	Yes	Yes	Yes	Yes	Yes
	Flexible	No	Fee* + Fare difference	Fee* + Fare difference	Fare difference	Fare difference	Fare difference
	Refundable	No	No	Fee*	Yes	Fee*	Yes
	Select Seat	\$	\$	Standard Seat	Favourite Seat	Business Seat	Business Seat
	Priority check-in	No	No	No	Yes	Yes	Yes
	Priority Baggage	No	No	No	Yes	Yes	Yes
	Priority Boarding	No	No	No	Yes	Yes	Yes
	Lounge Access	No	No	No	No	Yes	Yes

1* - 2 pieces at 30kg per piece for All destinations (except to/from/via Los Angeles, San Francisco, Vancouver)

2* - 3 pieces at 30kg per piece for Travel to/from/via Los Angeles, San Francisco, Vancouver

3* - Meals or snacks only offered on International flights only.

Purchase Flow

Entries you can use to quote Branded Fares for different GDS are below. For further questions, please contact your GDS Help Desk. Please note that examples are illustrative and the entries apply to any market.

AMADEUS

Displaying Rates

Displaying encrypted rates is possible with Fare Quote.

Entry:

FQDNANSYD/AFJ/FF

Breakdown:

- FQD Required field
- NANSYD City Pair
- AFJ Airline Code
- FF Optional command for displaying specific rates

```

FQDNANSYD/AFJ/FF
MORE FARES AVAIL IN EUR GBP CHF          TAX MAY APPLY
ROE 2.223875 UP TO 1.00 FJD              SURCHG MAY APPLY-CK RULE
31JAN23**31JAN23/FJ NANSYD/NSP;EH/;LIT
LN FARE BASIS  OW  FJD  RT  B  PEN  DATES/DAYS  AP  MIN  MAXFR
01 NLTFJAD    294      588 N NRF  -  -  +  + 4 12MWR
02 VLTFJAD    309      618 V NRF  -  -  +  + 4 12MWR
03 MLTFJAD    346      692 M NRF  -  -  +  + 4 12MWR
04 SLTFJAD    386      772 S NRF  -  -  +  + 4 12MWR
05 QLTFJAD    432      864 Q NRF  -  -  +  + 4 12MWR
06 WLTFJAD    462      924 W NRF  -  -  +  + 4 12MWR
07 KLTFJAD    499      998 K NRF  -  -  +  + 4 12MWR
31JAN23**31JAN23/FJ NANSYD/NSP;EH/;VAL
13 NVLFJAD    319      638 N NRF  -  -  +  + 4 12MWR
14 VVLFJAD    334      668 V NRF  -  -  +  + 4 12MWR
15 MVLFJAD    371      742 M NRF  -  -  +  + 4 12MWR
16 SVLFJAD    411      822 S NRF  -  -  +  + 4 12MWR
17 QVLFJAD    457      914 Q NRF  -  -  +  + 4 12MWR
18 WVLFJAD    487      974 W NRF  -  -  +  + 4 12MWR
19 KVLFJAD    524     1048 K NRF  -  -  +  + 4 12MW
31JAN23**31JAN23/FJ NANSYD/NSP;EH/;COM
61 NCMFJAD    344      688 N NRF  -  -  +  + 4 12MWR
62 VCMFJAD    359      718 V NRF  -  -  +  + 4 12MWR
63 MCMFJAD    396      792 M NRF  -  -  +  + 4 12MWR
64 SCMFJAD    436      872 S NRF  -  -  +  + 4 12MWR
65 QCMFJAD    482      964 Q NRF  -  -  +  + 4 12MWR
66 WCMFJAD    512     1024 W NRF  -  -  +  + 4 12MWR
67 KCMFJAD    549     1098 K NRF  -  -  +  + 4 12MWR
31JAN23**31JAN23/FJ NANSYD/NSP;EH/;PLU
73 NPLFJAD    434      868 N  -  -  +  + 4 12MWR
74 VPLFJAD    449      898 V  -  -  +  + 4 12MWR
75 MPLFJAD    486      972 M  -  -  +  + 4 12MWR
76 SPLFJAD    526     1052 S  -  -  +  + 4 12MWR
77 QPLFJAD    572     1144 Q  -  -  +  + 4 12MWR
78 WPLFJAD    602     1204 W  -  -  +  + 4 12MWR
79 KPLFJAD    639     1278 K  -  -  +  + 4 12MWR
    
```

Description of the Brand

Describes the brand to which the rate belongs and shows us the services included and those that could be requested by applying a cost or not offered, inserting the entry **FQF# – #** being the number of the chosen brand.

Entry:

FQF1

Breakdown:

- FQF Required command
- 1 Number of the fare line

```

FQF1
*1: LIT - FJ - NANSYD
DESCRIPTION : LITE
WARNING : ALL SERVICES MAY NOT BE DELIVERED AS THE REQUESTED FARE COMPONENT
MAY INCLUDE A CODESHARE FLIGHT OR AN INTERLINE ITINERARY
- INCLUDED = this means Available for Free
  050 : BASIC SEAT
  015 : CARRY ON HAND BAGGAGE
  0B3 : MEAL
- AT CHARGE = this means can be purchased separately at applicable charge
  08R : SAME DAY AS ORIGINAL FLIGHT
  0AA : PRE PAID BAGGAGE
  0BX : LOUNGE ACCESS
  0B5 : PRE RESERVED PREMIUM SEAT
- NOT OFFERED = this means Not eligible
  058 : UPGRADE ELIGIBILITY
  059 : CHANGEABLE TICKET
  06I : CHANGE BEFORE DEPARTURE
  06J : CHANGE AFTER DEPARTURE
  06K : REFUND BEFORE DEPARTURE
  06L : REFUND AFTER DEPARTURE
  068 : CHANGE ANYTIME
  056 : REFUNDABLE TICKET
  0C5 : BAGGAGE UP TO 66 LB 30 KG
  0BJ : UPGRADE
  >
  PAGE 2/ 2
    
```

Itinerary pricing offering all brands

- Create the reservation with the respective air segments (origin and destination)
- Display all brands within the booking class with the command pricing **FXP**
- Quote preferred brand with the command pricing **FXT# – #** being the number of the chosen brand

```

01 BROWN/GRETA
ITINERARY REBOOKED
LAST TKT DTE 16JAN23/11:54 LT in POS - SEE ADV PURCHASE
-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
NAN
SYD FJ 911 N *N 13MAR 0900 NLTFJAD 13MAR13MAR 0P
NAN FJ 910 N *N 25MAR 1430 NLTFJAD 25MAR25MAR 0P

FJD 588.00 13MAR23NAN FJ SYD132.20FJ NAN132.20NUC
264.40END ROE2.223875
FJD 100.00-EY XT FJD 9.27-FA FJD 91.20-AU FJD 97.80-WY
FJD 9.27-EZ
FJD 198.27-XT
FJD 895.54
FJD 20.00 AIRLINE FEES
FJD 915.54 TOTAL
FARE FAMILIES: (ENTER FQF# FOR DETAILS, FXY FOR UPSSELL)
FARE FAMILY:FC1:1:LIT
FARE FAMILY:FC2:2:LIT
FXU/TS TO UPSSELL VAL-LIT FOR 25.00FJD
PRIVATE RATES USED *F*
CARD PAYMENT FEES BETWEEN FJD 10.00 AND 10.00 MAY APPLY
AIRLINE FEES INCLUDED
TICKET STOCK RESTRICTION
BG CXR: FJ/FJ
PRICED WITH VALIDATING CARRIER FJ - REPRICE IF DIFFERENT VC
TICKETS ARE NON-REFUNDABLE
ENDOS NON END/NON REF VALID ON FJ ONLY
    
```

Note:

The Brand Fare information is also returned in any pricing transaction.

The upsell teaser is an appended line that proposes a fare in the next higher Brand.

The difference in the upsell teaser is per sector.

This example shows upsell Lite to Value costs FJD25. The cost to upsell both segments would be FJD50.

Quoting using Upsell entry

Displays all brands available in the selected itinerary

Entry:

FXU

Breakdown:

- **FXU** Displays the brand options available

```

FXU
ENTER FXUn TO BOOK FARE (E.G. FXU2 TO BOOK FARE2) OR SEE HEFXU
=====
LOWEST
FARE 1 - 1431.54 FJD
PTC ADT - P1
FC1 : S2 - VAL
FC2 : S3 - VAL
=====
UPSELLS
FARE 2 - 2309.54 FJD
PTC ADT - P1
FC1 : S2 - VAL
FC2 : S3 - BIZVAL
=====
FARE 3 - 2309.54 FJD
PTC ADT - P1
FC1 : S2 - BIZVAL
FC2 : S3 - VAL
=====
FARE 4 - 3187.54 FJD
PTC ADT - P1
FC1 : S2 - BIZVAL
FC2 : S3 - BIZVAL
    
```

Fare targeted by the upsell proposal. (The lowest fare of the previous pricing)

Up to six upsell propositions are offered. (Propositions are calculated based on the previous fare)

Note:

Upsell options are combinable with any pricing option and can be performed at any time once the flight is booked.

From the Upsell Panel, select the preferred upsell option using the FXU# entry

Example:

To select Fare 1 enter **FXU1**

Quoting in a specific brand

Add the option **/FF-** followed by the specific brand code to be quoted.

Entry:

FXP/FF-COM or **FXB/FF-COM**

Breakdown:

- **FXP/** Itinerary rate in the same reserved class
- **FXB/** Quote entry, finds the lowest available rate and changes the classes of the reservation (rebook)
- **FF-** Required element for the Fare Families
- **COM** Brand code

```

FXB/FF-COM
01 BROWN/GRETA
NO REBOOKING REQUIRED FOR LOWEST AVAILABLE FARE
LAST TKT DTE 20JAN23/23:59 LT in POS - SEE ADV PURCHASE
=====
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
NAN
SYD FJ 911 N N 13MAR 0900 NCMFJAD 13MAR13MAR 2P
NAN FJ 910 N N 25MAR 1430 NCMFJAD 25MAR25MAR 2P
=====
FJD 688.00 13MAR23NAN FJ SYD154.68FJ NAN154.68NUC
309.36END ROE2.223875
FJD 100.00-EY XT FJD 9.27-FA FJD 91.20-AU FJD 97.80-WY
FJD 9.27-EZ
FJD 198.27-XT
FJD 995.54
FJD 20.00 AIRLINE FEES
FJD 1015.54 TOTAL
FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXU FOR UPSELL)
FARE FAMILY:FC1:1:COM
    
```

Note:

Note the codes and the corresponding brands:

- LIT – LITE
- VAL – VALUE
- COM – COMFORT
- PLU – PLUS

Quoting Specifying Brand and Segment

You may want to quote by combing brands, using specific code and the segment to which you want to apply it.

Entry:

FXB/FF2-COM/FF3-VAL

Breakdown:

- FXB/ Quote entry, finds the lowest available rate & changes the classes of the reservation (rebook)
- FF2-COM Apply brand “COMFORT” to segment 2
- FF3-VAL Apply brand “VALUE” to segment 3

```

FXB/FF2-COM/FF3-VAL
01 BROWN/MARK
ITINERARY REBOOKED
LAST TKT DTE 04FEB23/23:59 LT in POS - SEE ADV PURCHASE
-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
NAN
BNE FJ 921 N N 23MAY 0815 NCMFJAD 23MAY23MAY 2P
NAN FJ 922 N N 01JUN 2350 NVLFJAD 01JUN01JUN 1P
|
FJD 703.00 23MAY23NAN FJ BNE163.67FJ NAN152.43NUC
316.10END ROE2.223875
FJD 100.00-EY XT FJD 9.27-FA FJD 93.30-AU FJD 4.90-WG
FJD 9.27-EZ FJD 4.90-WG FJD 120.60-WY
FJD 232.97-XT
FJD 1045.24
FJD 20.00 AIRLINE FEES
FJD 1065.24 TOTAL
FARE FAMILIES: (ENTER QF#n FOR DETAILS, FXY FOR UPSELL)
FARE FAMILY:FC1:1:COM
FARE FAMILY:FC2:2:VAL
FXU/TS TO UPSELL COM-COM FOR 25.00FJD
PRIVATE RATES USED *F*
    
```

Access Help Pages

To access help pages for Fare Family entries

Entry:

HE FARE FAMILY



SABRE

Displaying rates

Displaying encrypted rates is possible with Fare Quote

Entry:

FQNANSYD-FJ

Breakdown:

- FQ Required Field
- NANSYD City Pair
- -FJ Airline Code

```

FQNANSYD-FJ<
-----
NAN-SYD      CXR-FJ      TUE 04APR23      FJD
THE FOLLOWING CARRIERS ALSO PUBLISH FARES NAN-SYD:
9W AB AC AI BA CA CI CO CX CZ DJ EK EY HU HX IT JQ K0 KA KE MH
MK MU NF NZ PR PX QF QR SB SQ TG U0 VA
//SEE FQHELP FOR INFORMATION ABOUT THE NEW FARE DISPLAYS//
  ALL FEES/TAXES/SVC CHARGES INCLUDED WHEN ITINERARY PRICED
  SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED
FJ-FJW/LIT - LITE
FJ      NANSYD.EH      04APR23      MPM 2365
  V FARE BASIS      BK      FARE      TRAVEL-TICKET AP      MINMAX      RTG
1  FLTFJA01      F X      212.00      D31DE      T07AP      -/¥      -/12M      EH01
2  RLTFJAD      R X      313.00      -----      -----      -/¥      -/12M      EH01
3  TLTFJAD      T X      344.00      -----      -----      -/¥      -/12M      EH01
4  NLTFJAD      N X      374.00      -----      -----      -/¥      -/12M      EH01
5  VLTFJAD      V X      405.00      -----      -----      -/¥      -/12M      EH01
6  MLTFJAD      M X      436.00      -----      -----      -/¥      -/12M      EH01
7  SLTFJAD      S X      482.00      -----      -----      -/¥      -/12M      EH01
8  QLTFJAD      Q X      527.00      -----      -----      -/¥      -/12M      EH01
9  WLTFJAD      W X      589.00      -----      -----      -/¥      -/12M      EH01¥
    
```



Rating an Itinerary

Create the reservations with the respective air segments (Origin and destination)

```
1 FJ 917W 23APR 7 NANSYD SS1 1000 1310 /DCFJ /E
2 FJ 914M 24MAY 3 SYDNAN SS1 0600 1155 /DCFJ /E
```

You can quote directly from the reservation, with the pricing commands (**WP / WPNCB**)

- **WP** With this entry, Sabre will quote all segments, as reserved
- **WPNCB** With this entry, Sabre searches for the cheapest alternative and makes the change to the corresponding inventory

```
WP<
23APR DEPARTURE DATE-----LAST DAY TO PURCHASE 08APR/23:59
-----
          BASE FARE          TAXES/FEES/CHARGES
1-      FJD1025.00          FJD318.64XT      FJD1343.64ADT      TOTAL: FJD1343.64
  XT      100.00EY      9.27EZ          9.27FA          89.30AU
          110.80WY
          1025.00          318.64
-----
ADT-1  WLTfJAD  MLTFJAD
NAN FJ SYD263.33FJ NAN194.93NUC458.26END ROE2.236689
VALIDATING CARRIER - FJ
CAT 15 SALES RESTRICTIONS FREE TEXT FOUND - VERIFY RULES
```



Quoting in a specific brand

You can quote directly from the reservation, with the Pricing commands specifying the Brand to be quoted.

Entry #1:

WPBRVAL or **WPBRVAL¥AFJ**


Breakdown:

- **WP:** With this entry, Sabre will quote all segments, as reserved
- **BR:** Required element
- **VAL:** Brand code for Value
- **¥AFJ:** Validate FJ as the carrier

Note:

Note the codes and the corresponding brands:

- LIT – LITE
- VAL – VALUE
- COM – COMFORT
- PLU – PLUS

WPBRVAL ◀					
23APR DEPARTURE DATE-----LAST DAY TO PURCHASE 08APR/23:59					
	BASE FARE		TAXES/FEES/CHARGES		
1-	FJD639.00		FJD173.94XT	FJD812.94ADT	TOTAL: FJD812.94
XT	100.00EY	9.27EZ	9.27FA	55.40WY	
	639.00		173.94		FOP FEES PER TICKET MAY APPLY
ADT-1  WVL FJAD					
NAN FJ SYD285.69NUC285.69END ROE2.236689					
VALIDATING CARRIER - FJ					
CAT 15 SALES RESTRICTIONS FREE TEXT FOUND - VERIFY RULES					
BRANDED FARE /VALUE-VAL					



Entry #2:
WPNCB¥BRLIT

Breakdown:

- **WPNCB:** With this command, Sabre system searches for the cheapest alternative and makes the change to the corresponding inventory
- **¥ :** Required Command
- **BR:** Required element
- **LIT:** Brand code for Lite

```

WPNCB¥BRLIT<
23APR DEPARTURE DATE-----LAST DAY TO PURCHASE 08APR/23:59
-----
1-      BASE FARE          TAXES/FEES/CHARGES          TOTAL : FJD762.94
   XT    FJD589.00          FJD173.94XT          FJD762.94ADT
        100.00EY    9.27EZ          9.27FA          55.40WY
        589.00          173.94
-----
ADT-1  W LTFJAD
NAN FJ SYD263.33NUC263.33END ROE2.236689
VALIDATING CARRIER - FJ
CAT 15 SALES RESTRICTIONS FREE TEXT FOUND - VERIFY RULES
BRANDED FARE /LITE-LIT
    
```

Quoting specifying Brand and segment

You may want to quote by combining Brands, using the specific code and the segment to which you want to apply it

Entry:
WPS1*BRVAL¥S2*BRCOM

Breakdown:

- **WP :** With this entry, sabre will quote all segments, as reserved
- **S1*BRVAL :** Apply Brand “VALUE” to segment 1
- **¥ :** Required Command
- **S2*BRCOM :** Apply brand “COMFORT” to segment 2

```

WPS1*BRVAL¥S2*BRCOM<
23APR DEPARTURE DATE-----LAST DAY TO PURCHASE 08APR/23:59
-----
1-      BASE FARE          TAXES/FEES/CHARGES          TOTAL : FJD1493.64
   XT    FJD1175.00          FJD318.64XT          FJD1493.64ADT
        100.00EY    9.27EZ          9.27FA          89.30AU
        110.80WY
        1175.00          318.64
-----
ADT-1  W VLFJAD  MCMFJAD
NAN FJ SYD285.69FJ NAN239.63NUC525.32END ROE2.236689
VALIDATING CARRIER - FJ
CAT 15 SALES RESTRICTIONS FREE TEXT FOUND - VERIFY RULES
BRANDED FARE /VALUE-VAL/COMFORT-COM
    
```

TRAVELPORT

GALILEO

Specific quotation

- FQ*:BF01** : Quote all passengers and all segments with the BF01 (Lite)
- FQ*:BF02** : Quote all passengers and all segments with the BF02 (Value)
- FQ*:BF03** : Quote all passengers and all segments with the BF03 (Comfort- Semi Flexible)
- FQ*:BF04** : Quote all passengers and all segments with the BF04 (Plus- Fully Flexible)

Specific quotation by passenger, segment and Branded Fare

- FQ/P1*:BF03** : Quote passengers 1 and all segments with the BF03 (Comfort- Semi Flexible)
- FQ/P2/S1*:BF03.2*:BF04** : Quote passengers 2, segment 1 with the BF03 (Comfort- Semi Flexible) and segment 2 with the BF04 (Plus- Fully Flexible)

WORLDSPAN

Specific Branded Fare quotation

- BFA** : Quote Branded Fares Rates
- BFA1** : Quote all passengers and segments with the BF1 (Lite)
- BFA2** : Quote all passengers and all segments with the BF2 (Value)
- BFA3** : Quote all passengers and all segments with the BF3 (Comfort- Semi Flexible)
- BFA4** : Quote all passengers and all segments with the BF4 (Plus – Fully Flexible)

Book specific Branded Fare

- BFAB1** : Book all passengers and segments with the BF1 (Lite)
- BFAB2** : Book all passengers and all segments with the BF2 (Value)
- BFAB3** : Book all passengers and all segments with the BF3 (Comfort – Semi Flexible)
- BFAB4** : Book all passengers and all segments with the BF4 (Plus – Fully Flexible)

Create Ticketing Cell and Record Specific Branded Fare Rate

- 4P*S1:BF1#TR** : Create Ticketing Cell Example BF1
- 4P*S1:BF2/2:BF2#TR** : Create Ticketing Cell Example by segments, in which segment 1 is BF1 and segment 2 is BF2
- 4PQC** : Save rate and copy cell information

APOLLO

Specific quotation

- \$B*:BF01** : Quote all passengers and segments with the BF1 (Lite)
- \$B*:BF02** : Quote all passengers and all segments with the BF2 (Value)
- \$B*:BF03** : Quote all passengers and all segments with the BF3 (Comfort – semi Flexible)
- \$B*:BF04** : Quote all passengers and all segments with the BF4 (Plus – Fully Flexible)
- T: \$B** : Store rate

Specific price per passenger, segment and Branded Fare

- \$B/N1*:BF03** : Quote passengers 1 and all segments with the BF3
- \$B/N2/S1*:BF3+2*:BF4** : Quote passengers 2, segment 1 with the BF3 and segment 2 with the BF4
- T: \$B** : Store rate

Best quote applying specific Branded Fare

- \$BB*:BF01** : Quote best rate for all passengers and all segments with the BF1 (Lite)
- \$BB*:BF02** : Quote best rate for all passengers and all segments with the BF2 (Value)
- \$BB*:BF03** : Quote best rate for all passengers and all segments with the BF3 (Comfort – Semi Flexible)
- \$BB*:BF04** : Quote best rate for all passengers and all segments with the BF4 (Plus – Fully Flexible)
- \$BB/N1/S1*:BF3+2*:BF4** : Quote best rate for passenger 1, applying BF3 in segment 1 and BF4 in segment 2
- T: \$B** : Store rate

FREQUENTLY ASKED QUESTIONS

CUSTOMER SPECIFIC ENQUIRIES

When was branded fares rolled out?

Branded fares was implemented on the 2nd of March, 2023.

To view the full fare types and rules please refer to our website on the link below:

<https://www.fijiairways.com/en-fj/fare-types-and-rules>

Pricing an itinerary that involves interline partners

If you are pricing an interline or codeshare itinerary, you will only be able to price VALUE fares as this is the only option available through our interline and codeshare partners.

Who can I contact for help?

Please contact tasupport@fijiairways.com for assistance with Branded Fares.

Where can I direct customers who have questions on branded fares?

Please direct customers to Customer FAQs on the link below:

<https://www.fijiairways.com/en-au/fly-your-way>

Why Fly Your Way?

Fiji Airways is introducing a customized product for our economy class customers. Fly Your Way will offer guests the option to customise how they travel based on their needs, with four categories or brands offering a range of options.

How do I identify the New Economy Brand?

The four brands are Lite (LT), Value (VL), Comfort (CM) and Plus (PL).

****Please note Lite brand is non-refundable, cannot be changed (use it or lose it) and does not include checked baggage. Be sure to fully inform your client of this very important change.**

How do I identify what branded fare is booked from the fare basis?

Here is an example of a fare basis

VLTFJUD

V – RBD

LT – Branded Fare (LT = Lite, VL = Value, CM = Comfort, PL = Plus)

FJ – Fiji Airways

U – Destination Country – (U = USA)

D – Direct Flight

If I have a booking that has not been ticketed by March 3rd, what happens to this booking?

You will need to reprice your booking under the new fare brands

I purchased my economy class ticket prior to March 3rd. What happens to my ticket?

Your ticket will be classified under the Value (VL) category.

To view the full fare types and rules please refer to our website on the link below:

<https://www.fijiairways.com/en-fj/fare-types-and-rules>

Will I have to pay for meals, carry-on luggage and in-flight entertainment under the new fares?

No. All meals and beverages are included, one piece of carry-on luggage (at 7kgs), and in-flight entertainment are provided in all fare categories at no extra cost.

What happens if I make changes to an economy class ticket bought prior to 3rd March23 the introduction of Fly your Way?

You will be issued a new ticket under the Value (VL) category upon the payment of applicable fees and fare difference.

To view the full fare types and rules please refer to our website on the link below:

<https://www.fijiairways.com/en-fj/fare-types-and-rules>

Can I book a Lite brand one way and a Plus brand on my return?

Yes. You can choose your preferred fare category as desired however the Terms and Conditions for the specific brands will apply. ****Please note Lite brand is non-refundable, cannot be changed (use it or lose it) and does not include checked baggage.** Be sure to **fully inform your client** of this very important change.

What booking class do I book to ensure I am booking the correct Fare Brand?

You can book any or all classes across all brands.

What booking class do I book domestic AU/USA/Canada to ensure I am booking a fare brand which includes a bag on an internal Domestic? E.g. HBA/JQ-MEL/FJ- NAN/FJ-SYD/FJ-HBA/QF

All add-ons and offline fares are aligned with the Value brand only.

Does my client get meals, beverages, entertainment on a domestic sector if I book a FJ Branded fare? E.g. QF or JQ.

Your domestic sector will provide you with what the airline offers. Value Brand and its inclusions are on FJ services only.

Combining a “Value” with a “Lite” brand to form an itinerary. Does the most restrictive fare rules apply?

Each Branded fare has its own rules and those rules are applied per sector in accordance to the Branded fare purchased.

Will I receive Clue Cards for my GDS?

Should you require any technical help, you should call your relevant GDS Help Desks.

If an agency doesn't want to sell LITE Fare in their agency, can we omit all LITE fares from their PCC?

Yes it is possible in the fare filing that FJ can restrict Lite fares for an agency, contact your FJ sales rep with your PCC to change. *Please note that you will not be competitive against other agencies that offer the Lite Fare option.*

If, at a later stage, another customer of the same agency, specifically wants to buy the LITE fare, Can this agent sell it in their GDS? If so, how do they sell it?

The agent has to decide what brands they want to be able to view if you have decided to no view Lite you will not be able to sell Lite fares until we open that back up for you.

Is there an option to default the Branded Fare to VALUE instead of LITE when using Best Buy/Fare Shopper function?

Can this be done by IATA or by PCC? How can this happen. E.g. XXX brand only wants to sell Airfare + Baggage Level (VALUE) in all their stores?

FJ can restrict Lite Fares on their PCC's that was advised, please send through your PCC code to your FJ sales contact.

Can I amend my travel dates under the new economy class brand?

Lite:	No changes allowed
Value:	Yes, with a fee and fare difference if applicable
Comfort:	Yes, with a fee and fare difference if applicable
Plus:	Yes, with fare difference if applicable

****Please note Lite brand is non-refundable, cannot be changed (use it or lose it) and does not include checked baggage.** Be sure to **fully inform your client** of this very important change.

Can I get a refund under my new economy class brand?

Lite and Value:	Non-refundable unless you are entitled to a refund or any other remedy under applicable law
Comfort:	Refundable with a fee
Plus:	Refundable with no fee

****Please note Lite brand is non-refundable, cannot be changed (use it or lose it) and does not include checked baggage.** Be sure to **fully inform your client** of this very important change.

Can I upgrade (buy-up) between the different brands?

Lite:	No changes allowed
Value:	Yes, with a fee and fare difference
Comfort:	Yes, with a fee and fare difference
Plus:	Yes, with a fee and fare difference

*****Buy ups are only available up to 24 hours before your flight**

If I bought a Value brand and paid for pre-reserved seating, can I change to a preferred/favourite seat or a seat with extra legroom/bulkhead?

Yes, you may upgrade to preferred or favourite seating by paying the difference in price.

What if I am flying domestically via Fiji Link?

Fiji Link is also offering branded fares.

What will my GDS default to when using best buy/fare shopper function?

Unless advised to remove Lite from your view, the GDS will default to the Lite branded fare.

When using interline/SPAs/Add-ons, does the airfare default to any particular Branded Fare? E.g. HBA-MEL-NAN-LAX | or | SYD-NAN-LAX-JFK

Yes, it will default to Value branded fare only.

Will I be able to purchase ancillary items through my GDS?

Yes, you can purchase pre-paid baggage, chargeable seats, pre-paid lounge access through your GDS and be issued an EMD.

BAGGAGE

What is the checked baggage allowance for each category?

Lite	No checked bag
Value	1 checked bag at 30kg each
Comfort	2 checked bags at 30kg each
Plus	2 checked bags at 30kg each

****Fiji Link allowance for domestic flights remains at 15kgs.*

What is the checked baggage allowance if I am continuing on to a domestic FJ link flight to the islands and on the same ticket?

If FJ Link sector is on same ticket as an INTL ticket, the INTL baggage rule applies of 30kgs provided the same brand is booked throughout.

Can I purchase excess baggage with my new chosen brands?

Yes, it is possible to purchase excess baggage at the airport or excess baggage prior. The rates will differ, it is much cheaper to prepay your clients' baggage by selling them a higher branded fare.

Please note when purchasing excess baggage for Lite fare, the PNR will display 0 piece however there will be an EMD issued and attached to the PNR with the prepaid excess baggage details. You must ensure you have purchased for every sector required. If you are unable to issue an EMD, your client must opt to pay at the check-in counter.

Please refer to these links for more information:

<https://www.fijiairways.com/media-centre/new-baggage-policy-2023>

<https://www.fijiairways.com/manage/baggage-allowances>

Will I be alerted in the GDS that the fare I'm booking has no baggage allocations?

At this time, there is no alert when booking any of our fares.

SEATING

If I am a family of five with kids and have purchased a ticket and seats are not allocated, will we be seated together?

We will endeavor to seat families together at the airport but this is not guaranteed and is dependent on the availability of seats during the check in process.

- **Lite** or **Value** fares - We recommend purchasing pre-selected seats to ensure your family is seated together during your flight. Should you choose not to book earlier, we cannot guarantee seat allocation as it will be dependent on the availability of seats on the day during the check in process.
- **Comfort** or **Plus** fares – You may pre-select seats to ensure your family is seated together.

If I have purchased a Lite or Value brand, will I be allowed to purchase pre-reserved seat?

Yes, you will be able to purchase this with our reservations team or via “Manage my Booking” or via your GDS.

Is it cheaper to purchase a Lite branded fare and purchase seating at a later date?

No it will not be cheaper.

What does 'select your favourite seat' mean versus 'standard seat selection'?

Your favourite seat includes exit row, bulkhead and forward seats while standard seats refer to remaining seats in the economy cabin.