

### Frequently Asked Questions (FAQs)

### A. Introduction

Etihad Airways has introduced branded fare structure.

Etihad's new branded fares will:

- a) Offer more price points and smaller price gaps between brands.
- b) Enable upsell opportunities to higher brands with flexible benefits.

### **B.** Branded Fares Module

Question 1: Economy and Business Class fares already exist as a brand. What has changed? In the new branded fares, if a flight has available seats in a specific booking class, the fare for the selected RBD may be available in all brands.

#### For example:

If booking class Q is open, Q will be available in all economy fare brands with different price points: Q BASIC / Q VALUE / Q COMFORT / Q DELUXE

#### **Amadeus GDS View:**

```
LN FARE BASIS
                                                      AP MIN MAXER
                            RT
                                             S/DAYS
01 QLN05H8N
                            1720 Q NRF
                                                13JUN+ -
                                        B31DEC
02 QLNOOH8N
                                                13JUN+ - -
                                        S31MAR
29MAY24**29MAY24/EY AUHATH/NSP;EH/;YVALUE
03 OLNOSVBN
                                                13JUN+ -
                            1810 O
                                        S31MAR
                                                              12MAR
                                        B31DEC
04 QLNOOV8N
                                                13JUN+ -
                                                               - AR
                 1180
                                        S31MAR
29MAY24**29MAY24/EY AUHATH/NSP;EH/;
05 QLN05C8N
                            1910 Q
                                                 13JUN+ - -
                                                              12MAR
06 QLNOOCBN
                                        S31MAR
                                                 13JUN+ -
                                        B31DEC
29MAY24**29MAY24/EY AUHATH/NSP:EH/
LN FARE BASIS
                                         DATES/DAYS AP MIN MAXER
                 OW
                            RT
                                 B PE
                            2000 Q
07 QLN05F8N
                                        S31MAR
                                                13JUN+ -
08 QLNOOF8N
                 1310
                                        S31MAR
                                                13JUN+ -
```



### Question 2: Can guests book "E" Class on "Y Deluxe" brand?

Yes, guests will be able to book "E" Class on "Y Deluxe" brand if available.

### Question 3: Will the surcharge be applicable on all brands?

Yes, surcharges will be applicable on all brands.

### Question 4: Will there be changes to the current Corporate Fares structure?

Yes, the discount will not change, however the fare display will be based on the new branded fares structure. Note: Always refer to GDS display

### Question 5: Will the new branded fares structure applicable for private fares?

A mixed approach will be followed for private fares.

Private fares that are eligible for ticketing as per reservation date must be stored before the effective date of the new structure.

Note: Always refer to GDS display

### Question 6: Where can these fares be booked?

These fares can be booked through all Direct & Indirect channels.

### Question 7: What attributes will be offered by brand?

= included $X$ = not possible		ECONOMY			BUSINESS		FIRST		
\$ = chargeable		BASIC	VALUE	COMFORT	DELUXE	VALUE	COMFORT	DELUXE	
Flexibility	Change	Х	\$\$	\$	<b>√</b>	\$\$	\$	1	1
	Cancellation	х	\$\$	\$	1	\$\$	\$	1	<b>√</b>
	Cabin bag		1 pc (max 7kg)			2 pcs (max 12kg) + 5kg		2 pcs (max 12kg) + 5kg	
Baggage	Checked bag (piece)	\$	2 X 23kg		2 X 32kg			2 X 32kg	
	Checked bag (weight)	\$	25kg	30kg	40kg	35kg	40kg	50kg	60kg
	Seat	\$	\$	Standard	Extra legroom	1	1	1	4
Onboard	Onboard meal	1	1	1	4	1	1	1	4
	Onboard drinks	1	1	1	4	1	1	1	4
	Wi-Fi	\$	\$	\$	\$	\$	\$	\$	1
	Priority Access	s	\$	\$	\$	1	1	1	<b>√</b>
Airport	Fast track	Х	х	Х	Х	1	1	1	1
	Lounge	\$	\$	\$	\$	1	1	1	1
Upgrαdes	Miles upgrade	х	Eligible	Eligible	Eligible	Eligible	Eligible	Eligible	Eligible*
	Cash upgrade	х	Eligible	Eligible	Eligible	Eligible	Eligible	Eligible	Eligible*
Others	Miles	15%	35%	75%	125%	100%	200%	250%	300%
Others	Chauffeur	\$	\$	\$	\$	\$	1	4	<b>√</b>



### Question 8: Where does chauffeur service apply, and does it apply to a specific fare brand?

Chauffeur service applies only in the UAE and is applicable to all premium fare brands except Value.

#### Question 9: Will Basic fare brand be available in all markets?

Yes, Basic fare brand will be available in all markets where Branded Fares have been introduced. This brand will not have checked-in baggage. Agents must ensure that this information is communicated to the guest.

#### Question 10: Are attributes based on fare brands?

Yes, attributes such as seat assignment, baggage, chauffeur etc. are based on fare brands.

### C. Pricing, Fare quotes and Issuance process

#### Question 11: Is the Fare Family information available on different channels?

Fare Family information is available at different touchpoints including direct and indirect channels.

### Question 12: How to display a fare with fare family in Amadeus GDS?

On Amadeus GDS, a fare with fare family can be displayed using below command:

FQDCMNBJS/AEY/D15FEB/FF/CQ



Entry	Description	
FQD	Fare Display	
CMNBJS	City Pair	
AEY	Airline "EY"	
D	Date of Departure (15FEB)	
FF	Fare Family	
CQ	Booking class "Q"	



### Question 13: How do I price a fare with branded fares in Amadeus GDS?

There are no changes in pricing a fare. With the new structure, there will be multiple-fare pricing options with different Fare Families for the same booking class.

Note: When pricing, the agent needs to ensure that the correct fare and brand are selected.

### a) Price quote without storing the fare

Use the pricing entry **FXX** without storing the price. This entry can be used without entering other PNR elements such as name, contacts and ticketing element.

```
FARE BASIS *
                             PTC
                                          FARE<AED>
  ECO UNRS
                                               5760
02 ECO RSTD
                                               5540
03 ECO UNRS
04 ECO RSTD
                                               5450
*1-5*TICKET STOCK RESTRICTION
 1*FARE FAMILIES:
 2*FARE FAMILIES: YCOMFORT
 3*FARE FAMILIES: YVALUE
 4*FARE FAMILIES: YCOMFORT
                             , YVALUE
 5*FARE FAMILIES: YVALUE
                                                    PAGE
> fqq5
FQQ5
05 ECO RSTD 2 *
                          TIME
 CMN
XAUH EY
          612 M
                 M 17FEB 0930
                                MNN05V2R
                                                 17FEB17FEB 40
          888 M
                M 17FEB 2115
                                MNN05V2R
                                                 17FEB17FEB 40
BJS EY
                 Q 20FEB 1930
                                QNN05V2R
                                                 20FEB20FEB 40
XAUH EY
          889 Q
                 Q 21FEB 0225
                                                 21FEB21FEB 40
CMN EY
          613 Q
                                ONN05V2R
       10455
MAD
                  17FEB25CMN EY X/AUH EY BJS532.53EY X/AUH
                  EY CMN497.55NUC1030.08END ROE10.149587
          90-F6
                  AED 50-CN
AED
RATE USED 1MAD=0.37446083AED
FARE FAMILIES:
                   (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
                                                    PAGE 2/ 3
FARE FAMILY: FC1:1-2: YVALUE
FARE FAMILY: FC2:3-4: YVALUE
```

Entry	Description
FXX	itinerary pricing entry without storing the fare
FQQ	entry to display a ticket image from the list of fare displayed
5	Fare line number This may vary depending on the fare line # you want to display, in case of multiple fare option



#### b) Price quote with storing the fare

Use pricing entry as **FXP** 

It is mandatory to enter the PNR elements such as name, contact details, ticketing element to be able to price and store the TST using this entry.

```
FARE BASIS *
                                                FARE<AED>
                                                              * MSG
                                                       5540
04 ECO RSTD
                                                       5450
*1-5*TICKET STOCK RESTRICTION
                                            TAILS, FXY FOR UPSELL)
*2*FARE FAMILIES: YCOMFORT
*3*FARE FAMILIES: YVALUE
*4*FARE FAMILIES: YCOMFORT
                                  , YVALUE
*5*FARE FAMILIES: YVALUE
                                                             PAGE 1/ 1
FXT5
01
      AL FLGT BK T DATE TIME
                                     FARE BASIS
                                                                      BG
                                                         NVB NVA
 CMN
                                                         17FEB17FEB 40
XAUH EY
            612 M
                                     MNN05V2R
                    Q 20FEB 1930
Q 21FEB 0225
                                     QNN05V2R
                                                         20FEB20FEB 40
 CMN EY
            613 Q
                                     QNN05V2R
                                                         21FEB21FEB 40
MAD
        10455
                     17FEB25CMN EY X/AUH EY BJS532.53EY X/AUH
                     EY CMN497.55NUC1030.08END ROE10.149587
XT AED 10-ZR AED 40-A9 AED 80-MA AED 20-MA
AED
AED
          1120-YQ
           90-F6
                     AED 50-CN
AED
AED
           200-XT
RATE USED 1MAD=0.37446083AED
FARE FAMILIES:
                      (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
FARE FAMILY:FC1:1-2:YVALUE
     FAMILY: FC2:3-4: YVALUE
```

Entry	Description
FXP	itinerary pricing entry without storing the fare
FXT	entry to select the fare on the list of fare
	displayed
5	Fare line number
	This may vary depending on the fare line # you
	want to save, in case of multiple fare option



### Question 14: How can I price quote with fare family in Amadeus GDS?

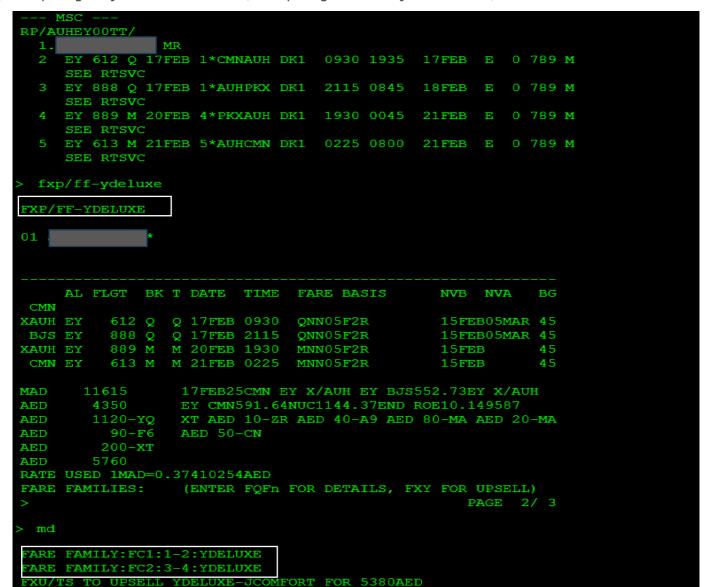
a) Use the pricing entry **FXX/FF-YDELUXE** (when pricing an Economy Deluxe brand)

```
fxx/ff-ydeluxe
 * FARE BASIS *
                              PTC
                                          * FARE<AED>
                  DISC
                                                        * MSG
01 ECO UNRS
                                                  5760
                                                                *Y
*1*TICKET STOCK RESTRICTION
FARE FAMILIES:
                    (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
 1*FARE FAMILIES: YDELUXE
                                                       PAGE
  fqq1
FQQ1
                                                  5760
01 ECO UNRS
               BK T DATE
                                  FARE BASIS
     AL FLGT
                           TIME
                                                    NVB
                                                         AVA
                                                                ΒG
 CMN
                  Q 17FEB 0930
XAUH EY
           612
               Q
                                  QNN05F2R
                                                    15FEB05MAR 45
           888 Q
                  Q 17FEB 2115
                                  QNN05F2R
                                                    15FEB05MAR 45
 BJS EY
                                  MNN05F2R
                                                                45
XAUH EY
           889 M
                  M 20FEB 1930
                                                    15FEB
           613 M
                                                    15FEB
                  M 21FEB 0225
                                  MNN05F2R
                                                                45
 CMN EY
                    17FEB25CMN EY X/AUH EY BJS552.73EY X/AUH EY CMN591.64NUC1144.37END ROE10.149587
MAD
       11615
        4350
AED
                   XT AED 10-ZR AED 40-A9 AED 80-MA AED 20-MA
         1120-YQ
AED
          90-F6
                   AED 50-CN
AED
AED
          200-XT
AED
        5760
RATE USED 1MAD=0.37410254AED
FARE FAMILIES: (ENTER FORD DETAILS, FXY FOR UPSELL)
                                                       PAGE 2/
 md
     FAMILY: FC1: 1-2: YDELUXE
     FAMILY: FC2: 3-4: YDELUXE
```

Entry	Description
FXX	Itinerary pricing entry without storing the fare
FF	Fare family followed by brand code information
YDeluxe	Brand code information
	This may vary depending on the brand you want to price
FQQ	Entry to display a ticket image from the list of fare displayed
1	Fare line number (this may vary depending on the fare you want
	to display)



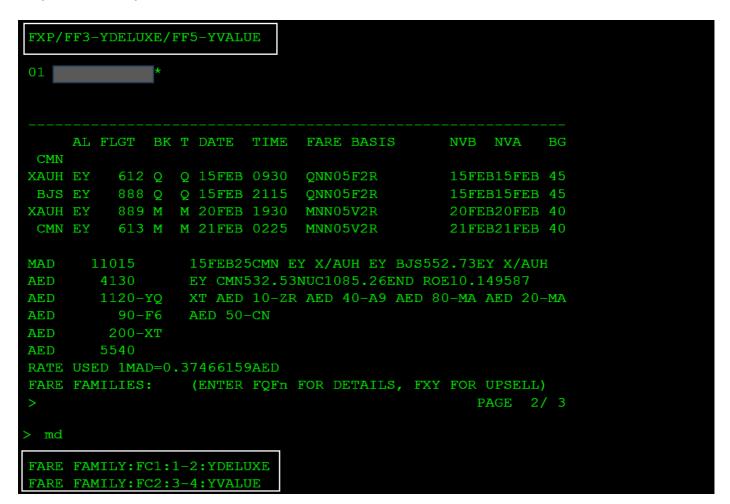
b) Use pricing entry as FXP/FF-YDELUXE (When pricing an Economy Deluxe brand)



Entry	Description
FXP	Itinerary pricing entry with storing the fare
FF	Fare family followed by brand code information
YDeluxe	Brand code information This may vary depending on the brand you want to price



# c) Use the price quote entry as **FXX or FXP/FF3-Ydeluxe/FF5-Yvalue** when pricing a Mixed Brand **FXP/FF3-YDELUXE/FF5-YVALUE FXX/FF3-YDELUXE/FF5-YVALUE**



Entry	Description
FXP/FF	Itinerary pricing entry
FF	Fare family
Ydeluxe/Yvalue	Brand code information
	This may vary depending on the brand you want
	to price
3/5	Fare component line number



d. Use this pricing entry when quoting the best price with fare family option

#### **FXB/FF-Yvalue**

#### FXB/FF2-Yvalue/FF3-Ycomfort

```
RP/AANEY0100/
    EY 455 M 19DEC 4 SYDAUH HK1 1 2130 0500+1 77W E 0 M
    SEE RTSVC
                                     A 2225 1905+1 77W E 0 M
 3 EY 454 M 30DEC 1 AUHSYD HK1
    SEE RTSVC
 fxb/ff2-yvalue/ff3-ycomfort
FXB/FF2-YVALUE/FF3-YCOMFORT
01
ITINERARY REBOOKED
    AL FLGT BK T DATE TIME FARE BASIS
                                              NVB NVA
AUH EY
         455 Q *Q 19DEC 2130 QHW1CV5R
                                              19DEC19DEC 25
        454 Q *Q 30DEC 2225 QHX1CC5R
                                               30DEC30DEC 30
SYD EY
AUD
    3030.00
                 19DEC24SYD EY AUH960.16EY SYD1015.26NUC
AED
       7480
                 1975.42END ROE1.533588
AED
         75-AE
                 XT AED 5-TP AED 10-ZR AED 180-AU AED 220
AED
         40-F6
                 -WY
        415-XT
AED
AED
AED
               AIRLINE FEES
AED
       8130
              TOTAL
RATE USED 1AUD=2.46688822AED
FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
                                                  PAGE 2/ 3
md
PARE FAMILY:FC1:1:YVALUE
PARE FAMILY: FC2:2:YCOMFORT
FXU/TS TO UPSELL YCOMFORT-YCOMFORT FOR 290AED
AIRLINE FEES INCLUDED
TICKET STOCK RESTRICTION
BG CXR: EY/EY
PRICED WITH VALIDATING CARRIER EY - REPRICE IF DIFFERENT VC
2580 AED PENALTY APPLIES
ENDOS NON ENDO/ REF
```

Entry	Description
FXB	Best Price Entry
FF	Fare family
Yvalue/Ycomfort	Brand code information This may vary depending on the brand you want to price
2/3	Fare component line number



### Question 15: Will the Fare Family be visible on tickets issued by travel agencies on other GDS?

Yes, the Fare Family information will be visible on tickets issued by travel agencies when retrieved on Etihad Passenger Service System (PSS).

## Question 16: What should the agent do if they don't see the desired fare brand combinations in the fare quote display?

Fare brands can be force-priced to get the desired fare brand combinations using the entry: FXP/FF2-YVALUE/FF3-YCOMFORT. Refer to Question 14 (c).

### Question 17: What if the agent doesn't know all the brand names?

The agent may use the fare display entry: FQDAUHLHR/AEY/FF. Refer to Question 12.

# Question 18: With the new branded fares, the best price entry will always result in the lowest/restrictive fare brand. What entry can an agent use to get the best price option for the desired brand?

Desired fare brands can be obtained using this entry, FXB/FF-Yvalue or FXB/FF2-Yvalue/FF3-Ycomfort Refer to Question 14 (d).

### D. Reissue and Refunds

### Question 19: What is the current ticket change policy with the new branded fares?

Below is the applicable change policy:

- a) Fare rules for changes will apply according to the fare brand selected at the time of ticketing.
- b) For fully unused tickets, fare difference will apply as per current fare
- c) For partially used tickets, fare difference will apply as per historical fare

#### **Repricing Condition:**

- d) Tickets issued prior to the policy change is based on original fare rules.
- e) Tickets issued after the policy change is based on **all** of the following conditions:
  - equal or higher RBD
  - equal or higher fare brand
  - equal or higher fare value
- f) For mixed brands, the most restrictive fare rule will apply as per changed fare component.

Note: When repricing, the agent needs to ensure that the correct fare and brand is selected.

Any non-compliance to the policy, may result in Agent Debit Memo (ADM)

## **Question 20: Will there be any changes to the fare rules for changes and cancellation charges?** There will be no changes. Fare rules will apply as per the brand selected.

### Question 21: Will there be any change to the Refund Policy with the new branded fares? Below is the applicable refund policy:

- a) Refund rules will apply as per the ticket issuance date
- b) Tickets issued prior to policy change, one way fare calculation of partially used ticket is based on equal or higher RBD
- c) Tickets issued after policy change, one way fare calculation of partially used ticket is based on equal or higher RBD and fare brand
- d) For fully unused ticket, current policy to be followed

Note: Any noncompliance to the policy, may result in Agent Debit Memo (ADM)



## Question 22: Can guests change/modify their booking with these new types of fare on the website?

Yes, this type of booking can be serviced on the website as well.

### Question 23: Will the fare rules for change and cancellation fee be the same across all booking classes of the same brand?

Yes, the fare rules for change and cancellation fee be the same across all booking classes of the same brand.

# Question 24: Is it possible that a fare brand will be downgraded during automated re-issue? This case may occur when a ticket is issued before the policy changes. In case of downgrade during repricing stage, agent should ensure the desired brand is selected.

### Question 25: What do I do if automated re-issue is repricing different fare brands for different passenger types?

With the new branded fares, it is possible that different brands are quoted for different passenger types in one PNR. If the PNR involves different passenger types, agent may use the fare family option to reprice the same fare family for all passengers.

### E. Ancillaries and EMD

### Question 26: Will there be an impact on EMDs issued prior to new branded fares?

No, EMD's issued prior to the new structure will not be impacted. All existing processes remain the same.

### Question 27: Which brand and booking class are eligible for Upgrade with the new branded fares structure?

Tickets issued under the Value to Deluxe brand, regardless of booking class, are eligible for upgrades. Basic brand is currently not eligible.

#### Question 28: What is the seat selection process?

- a) Agents must first check the seat eligibility for the guest according to the fare brand selected
- b) The itinerary must always be priced before selecting the seat
- c) An EMD will be issued only for paid seat

## Question 29: Is free extra leg room seat guaranteed if the guest purchases a deluxe fare brand ticket?

No, seat selection is based on availability.

### F. Corporate Fares

### Question 30: How to check the attributes of a corporate fare with new branded fares in Amadeus GDS?

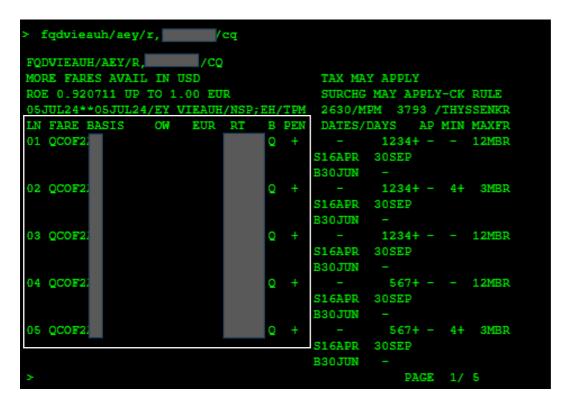
To determine the brand and fare type that is mapped to a specific corporate fare below are the commands:

Entry	Description
FQD	Fare Display
VIEAUH	City Pair
/AEY	Airline "EY"



/R, U	Request for followed by corporate code		
00A234	Corporate Code Account (This may vary)		
FQN	Display a fare note from fare display		
1	Fare note # (This may vary depending on the fare you want to display)		
*25	To display a specific category		

a) When the fare is quoted, it provides multiple price options.



b) To check the attributes of a particular fare, display Category 25 of that fare (FQN1\*25).



```
FQN3*25
   RULES DISPLAY
                                      TAX MAY APPLY
                                      SURCHG MAY APPLY-CK RULE
05JUL24**05JUL24/EY VIEAUH/NSP;EH/TPM
                                      2630/MPM 3793 /THYSSENKR
LN FARE BASIS
                OW
                     EUR
                          RT
                               B PEN
                                      DATES/DAYS
                                                   AP MIN MAXFR
03 QCOF2
                               Q +
                                              1234+ - - 12MBR
                                     S16APR
                                             30SEP
                                     B30JUN
FCL: QCOF2
              TRF: RULE:
                                  BK:
                                       Q
PTC: ADT-ADULT
                           ETC: ER -ECONOMY RESTRICTED
FARE FAMILY
                        EC
R.FARE BY RULE
FARE BY RULE CONDITIONS APPLY
BASE FARE:
           FCL: QLX05C2R
                         TRF: 22 CARRIER: EY RULE: YC02
PTC: ADT FTC: ER
                                                 PAGE 1/ 1
```

Here FCL shows the public fare basis that the selected corporate fare is mapped to. In this example, the fare is mapped to YComfort brand (QLX05C2R).

# Question 31: How do I price a corporate fare with branded fares in Amadeus GDS in the booking flow?

a) Create a booking

```
TICKET RECONCILIATION NEEDED
  - RLR ---
RP/RKTEY02AE/RKTEY02AE
                                  AA/SU
                                          5JUL24/0558Z
 1.
             MRS
  2 EY 154 Q 20SEP 5 VIEAUH HK1
                                          1155 1920
                                                      *1A/E*
    EY 153 Q 30SEP 1 AUHVIE HK1
                                          0310 0705
                                                      *1A/E*
                                       A
 4 AP RKT - ETIHAD AIRWAYS - A
 5 TK OK05JUL/RKTEY02AE
 6 SSR OTHS 1A 341011530385 - TIME LIMIT APPLIED FOR TICKETING
   OPW-17JUL:0932/1C7/EY REQUIRES TICKET ON OR BEFORE
        19JUL:0932 RKT TIME ZONE/TKT/S2-3
 8 OPC-19JUL:0932/1C8/EY CANCELLATION DUE TO NO TICKET RKT TIME
        ZONE/TKT/S2-3
```

b) Pass the pricing command (FXP/R, account number)



```
fxp/r,
FXP/R,
  FARE BASIS *
                            PSGR
                                       * FARE<AED>
  ECO UNRS
                         * P1
                                              4360
                                              4170
02 ECO RSTD
                                              4130
03 ECO RSTD 2 *
                         * P1
*1-3*CORPORATE FARES
*1-3*TICKET STOCK RESTRICTION
FARE FAMILIES:
                  (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
*1-3*FARE FAMILIES: EC
                                                   PAGE 1/ 1
```

c) Save the required fare (TST) (FXT1).

```
01
    AL FLGT BK T DATE TIME
                              FARE BASIS
                                             NVB NVA
         154 Q Q 20SEP 1155
VIE EY
         153 Q Q 30SEP 0310
                             QCOF2
                 20SEP24VIE EY AUH Q27.15 405.49EY VIE
                 454.50NUC887.14END ROE0.920711
       3240
        680-YQ
                 XT AED 40-F6 AED 5-TP AED 10-ZR AED 50-AT
AED
                 AED 50-QD AED 90-ZY
        245-XT
AED
               AIRLINE FEES
AED
       4360
               TOTAL
TOUR/CAR-VC:
RATE USED 1EUR=3.95629436AED
                                                PAGE 2/3
```

**Question 32: Will Travel Management Companies (TMC) have to do anything different?** Fare entries will remain unchanged. TMCs will need to be aware that there will be multiple price-points for a single RBD, with different rules & attributes.

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### **GDS pricing commands**

Action Item	Galileo	Sabre	Amadeus
Fare Display entry using FF	FDSYDAUH17APR/EY;	FQSYDAUH17APR-EY¥PL	FQDSYDAUH/D17APR/AEY/IL/FF
Attribute Check Entry	FN*1		FQF(LINE NUMBER)
Availability entry	A17APRCGKPAR*EY	117APRSYDAUH¥EY	AN17APRSYDAUH/AEY
Seat book entry	N1Y1*	01M1/01M1M2	SS1M1
Quote and not store fare	FQCEY	WPPL	FXX
Quote and store fare	FQCEY		FXP
Fare quote forcing specific brand	FQCEY*:BF8	WPBRYvalue	FXX/FF-Yvalue
Entry to quote combination of brand	FQCEY/S1-2*:BF8.3-4*:BF10	FXX/FF1,2-Yvalue/FF3,4-Ycomfort	WPS1*BRYvalue¥s2*BRYcomfort
	-	•	

\*\*For any further clarification, please contact your local sales support\*\*

