

## Ancillary services

Amadeus Airline Ancillary Services (AAAS) are optional services that a passenger can purchase in association with an e-ticket. Chargeable ancillary services have to be booked as Special Service Request (SSR) and issued as EMD-A (EMD-associated).

Below you can find an overview of OK ancillary services with automated pricing available on OK operated flights to OK passengers:

<i><b>Ancillary service description</b></i>	<i><b>Service type</b></i>	<i><b>Special Service Request (SSR codes)</b></i>
Pre-paid bag – 1 extra piece	SSR	PDBG
Pre-paid bag – overweight fee up to 32KG	SSR	ABAG
Pet in cabin	SSR	PETC
Pet in hold up to 32KG	SSR	AVIH
Golf equipment	SSR	GOLF
Ski equipment	SSR	SKIS
Bicycle in hold	SSR	BIKE
Weapons/Sporting firearms	SSR	WEAP
Sporting equipment	SSR	SPEQ
Unaccompanied minor	SSR	UMNR
Lounge access – PRG airport only	SSR	LOUG
Pre-paid seat	SEAT	
Business menu *	SSR	UPML
Cold breakfast vegetarian	SSR	VAML
Cold snack vegetarian	SSR	VBML
Hot meal vegetarian	SSR	VCML
Cold poultry breakfast	SSR	JAML
Cold beef breakfast	SSR	JBML
Cold breakfast with quiche	SSR	JCML
Cold chicken breakfast	SSR	JDML
Cold cajun chicken menu	SSR	JEML
Cold tuna menu	SSR	JFML
Cold smoked chicken menu	SSR	JGML
Cold duck menu	SSR	JHML
Hot chicken menu	SSR	JIML
Hot duck menu	SSR	JKML
Hot fish menu	SSR	JLML
Hot beef menu	SSR	JMML

\* UPML is available on OK545 only

## Ancillary services

Effective 6th June 2019 is the OK/QS EMD interline extended to OK/QS code-share flights

In GDS Amadeus passengers can pre-pay following two baggage-related services also on OK/QS code-share flights.

<i>Ancillary service description</i>	<i>Service type</i>	<i>Special Service Request (SSR codes)</i>
Pre-paid bag – 1 extra piece	SSR	PDBG
Pre-paid bag – overweight fee up to 32KG	SSR	ABAG

All chargeable SSRs which can be automatically priced are marked by / (slash) sign.

```
5 /SSR RQST OK HK1 PRGSVO/15AN,P1/S2 SEE RTSTR
```

Up-to-date charges are available in GDS.

## Ancillary services catalogue

The catalogue of ancillary services can be displayed from active PNR only. The PNR has to be either priced (TST mask has to be stored) or ticketed (FA or FHE element with e-ticket number has to exist).

Catalogue includes all services which can be offered on selected flight.

The entry to display the catalogue with ancillary services is **FXK**

You can display a catalogue of ancillary services for specific passengers and/or air segment.

<i>Entry</i>	<i>Explanation</i>
<b>FXK/P1,3-4</b>	passenger selection
<b>FXK/S2</b>	segment selection
<b>FXK/R,FRA</b>	overriding the point of sale
<b>FXK/S3/P2/R, FRA</b>	combination of above criteria

Example:

```

--- TST ---
RP/PRGOK08AA/
  1.SURNAME/NAME MR
  2 OK 892 L 20JAN 6 PRGSVO HK1          1 0855 1330 319 E 0 G
    SEE RTSVC
  3 FE PAX FARE RESTRICTIONS APPLY/S2
  4 FV PAX OK/S2
>FXK
  PASSENGER          PR FROM-TO C SC  SRV  PTC BKM (EUR)TOTAL  AV
FLIGHT RELATED

```

## Ancillary services

001	P1	OK PRG-SVO F 0AA PDBG ADT SSR	EUR25.00	OK
		STD BAG1-2 PREPAID BAG -		
002	P1	OK PRG-SVO F 0IK ABAG ADT SSR	EUR25.00	OK
		OVERWEIGHT UP TO 32KG -		
003	P1	OK PRG-SVO F 0D5 GOLF ADT SSR	EUR59.00	4N
		GOLF EQUIPMENT -		
004	P1	OK PRG-SVO F 0EC BIKE ADT SSR	EUR59.00	4N
		BICYCLE ON HOLD -		
005	P1	OK PRG-SVO F 0ED WEAP ADT SSR	EUR79.00	
		SPORTING FIREARMS -		
006	P1	OK PRG-SVO F 0F7 SKIS ADT SSR	EUR59.00	4N
		SKI EQUIPMENT -		
007	P1	OK PRG-SVO F 0F8 SPEQ ADT SSR	EUR59.00	
		SPORTING EQUIPMENT -		
008	P1	OK PRG-SVO F 0AG LOUG ADT SSR	EUR18.00	OK
		EXECUTIVE LOUNGE IN PRG -		
009	P1	OK PRG-SVO F 01Q JLML ADT SSR	EUR14.00	OK
		HOT FISH MENU -		
010	P1	OK PRG-SVO F 02M VCML ADT SSR	EUR14.00	OK
		HOT MEAL VEGETARIAN -		
011	P1	OK PRG-SVO F 0HC JIML ADT SSR	EUR14.00	OK
		HOT CHICKEN MENU -		
012	P1	OK PRG-SVO F 0HE JKML ADT SSR	EUR14.00	OK
		HOT DUCK MENU -		
013	P1	OK PRG-SVO F 0MG JMML ADT SSR	EUR14.00	OK
		HOT BEEF MENU -		
014	P1	OK PRG-SVO F 0BT PETC ADT SSR	EUR59.00	2
		PET IN CABIN -		
015	P1	OK PRG-SVO F 0BS AVIH ADT SSR	EUR119.00	
		PET IN HOLD -		
016	P1	OK PRG-SVO F 0B5 RQST ADT SSR	EUR5.00	
		PRE RESERVED SEAT ASSIGNMENT -		
		SEAT CHARACTERISTICS :		
017	P1	OK PRG-SVO F 0B5 RQST ADT SSR	EUR5.00	
		PRE RESERVED SEAT ASSIGNMENT -		
		SEAT CHARACTERISTICS : A		
018	P1	OK PRG-SVO F 0B5 RQST ADT SSR	EUR20.00	
		PRE RESERVED SEAT ASSIGNMENT -		

## Ancillary services

```

SEAT CHARACTERISTICS : E

019 P1                OK PRG-SVO F 0B5 RQST ADT SSR  EUR10.00
    PRE RESERVED SEAT ASSIGNMENT -
    SEAT CHARACTERISTICS : EK

020 P1                OK PRG-SVO F 0B5 RQST ADT SSR  EUR5.00
    PRE RESERVED SEAT ASSIGNMENT -
    SEAT CHARACTERISTICS : W

BAGGAGE REGULATIONS: IAT
BAGGAGE INFORMATION PART 1 OF 1: PRG-SVO

030*P1                OK PRG-SVO A 0DF            ADT
    FBA  FREE BAGGAGE ALLOWANCE 0PC -

031*P1                OK PRG-SVO B 0LN            ADT
    COA  CARRYON HAND BAGGAGE ALLOWANCE8KG -
  
```

## Service description

### Excess baggage charges

- Passenger can pre-pay either extra piece of baggage or overweight.
  - **PDBG** – extra piece of baggage. That extra piece of bag has the same weight/dimension limitations as defined within the free baggage allowance for the given fare family.
  - **ABAG** – overweight /heavy fee. It applies to each bag between 23 and 32Kgs
- If you need to request more bags, you have to use number in party  
e.g. SR PDBG **NN3** – 3PC EACH 20KG – for 3 extra pieces
- In SSR request in free flow text with the weight of each piece has to be specified

```

>FXK
    PASSENGER          PR FROM-TO C SC  SRV  PTC BKM (EUR) TOTAL  AV
FLIGHT RELATED

001 P1                OK AMS-PRG F 0AA PDBG ADT SSR  EUR30.00  OK
    STD BAG1 PREPAID BAG -

002 P1                OK AMS-PRG F 0IK ABAG ADT SSR  EUR25.00  OK
    OVERWEIGHT UP TO 32KG -
  
```

### Golf, Ski and Sporting equipment, Bikes, Weapons

- Transportation of sport equipment and weapons is excluded from the free baggage allowance and charged.
- Following chargeable SSR codes and corresponding charges are defined.
  - WEAP for weapons/sporting firearms
  - BIKE for bicycle in hold
  - GOLF for golf equipment

## Ancillary services

- SKIS for ski equipment
- SPEQ for all other kinds of sporting equipment
- The SSRs have to be requested with weight and dimensions in free flow text
  - E.g. SR GOLF – GOLF EQUIPMENT 12KG DIM 20x100x20CMS
  - E.g. SR SPEQ – ICE HOCKEY STICKS 15KG DIM 170X40X20CMS

In catalogue:

003	P1	OK PRG-SVO F 0D5 GOLF ADT SSR	EUR59.00	4N
		GOLF EQUIPMENT -		
004	P1	OK PRG-SVO F 0EC BIKE ADT SSR	EUR59.00	4N
		BICYCLE ON HOLD -		
005	P1	OK PRG-SVO F 0ED WEAP ADT SSR	EUR79.00	
		SPORTING FIREARMS -		
006	P1	OK PRG-SVO F 0F7 SKIS ADT SSR	EUR59.00	4N
		SKI EQUIPMENT -		
007	P1	OK PRG-SVO F 0F8 SPEQ ADT SSR	EUR59.00	
		SPORTING EQUIPMENT -		

## Lounge access

- Passenger can buy access to lounge at Prague airport
- Passengers having business class ticket have access free of charge, without requesting the service
- Lounge service can be requested to flight departing from PRG only
  - E.g. SR LOUG/S2

In catalogue:

008	P1	OK PRG-FRA F 0AG LOUG ADT SSR	CZK490	OK
		EXECUTIVE LOUNGE -		

## Pet in cabin

- Animal in cabin
- SSR has to be requested with kind of animal, weight and dimensions in free flow text
  - e.g. SR PETC – 1 CAT 5KG 43X30X27CM

For more details refer to Czech airlines web pages.

<https://www.csa.cz/cz-en/travel-information/before-the-flight/travelling-with-animals/>

In catalogue:

014	P1	OK AMS-PRG F 0BT PETC ADT SSR	EUR59.00	2
		PET IN CABIN -		

## Ancillary services

### Pet in hold

- Animal in hold
- In free flow text kind of animal, weight and dimensions have to be specified  
E.g. SR AVIH-1 DOG 20KG INCL BOX 80X80X100CM

For more details refer to Czech airlines web pages.

<https://www.csa.cz/cz-en/travel-information/before-the-flight/travelling-with-animals/>

In catalogue:

015	P1	OK PRG-SVO F 0BS AVIH ADT SSR	EUR119.00
PET IN HOLD -			

### Pre-reserved seat

- Passengers can buy preferred seats in the aircraft. All chargeable seats are marked with letter Y in the seat map.
- Preferred seats are subject to a fee based on the destination and location aboard the aircraft
- Seat has to be requested from the seat map (SM entry) with entry ST/12A (seat number)
- Exit row seats must be assigned only to passengers, who are physically and mentally able to open emergency exit in case of emergency situation. Passengers on exit row seats must be at least 16 years old. Passengers, who would slow down an evacuation because of physical reasons or who are not able to understand or follow instructions given by the crew may never be seated in emergency exit rows (children including UMNRS, passengers with infant and/or child, all kind of PRM and/or MEDA cases, passengers travelling with PETC and CBBG, pregnant women, passengers provided with extended seatbelt etc.). It is in agent's responsibility to ensure with passenger that he/she meets this conditions.

In catalogue:

018	P1	OK PRG-SVO F 0B5 RQST ADT SSR	EUR5.00
PRE RESERVED SEAT ASSIGNMENT -			
SEAT CHARACTERISTICS :			
019	P1	OK PRG-SVO F 0B5 RQST ADT SSR	EUR5.00
PRE RESERVED SEAT ASSIGNMENT -			
SEAT CHARACTERISTICS : A			
020	P1	OK PRG-SVO F 0B5 RQST ADT SSR	EUR20.00
PRE RESERVED SEAT ASSIGNMENT -			
SEAT CHARACTERISTICS : E			
021	P1	OK PRG-SVO F 0B5 RQST ADT SSR	EUR10.00
PRE RESERVED SEAT ASSIGNMENT -			
SEAT CHARACTERISTICS : EK			
022	P1	OK PRG-SVO F 0B5 RQST ADT SSR	EUR5.00
PRE RESERVED SEAT ASSIGNMENT -			
SEAT CHARACTERISTICS : W			

## Ancillary services

### Seat characteristic:

- E = exit row seat
- K = bulkhead (A330 only)
- EK = economy comfort seat (front rows in Airbus, back rows in ATR)
- W = window seat
- A = aisle seat
- No seat characteristic = middle seat

- **Seat Map example and seat booking**

```
>SM2
SM OK 0534/A/15JULPRGFRA /S002/
SM OK 0534 A 15JUL PRGFRA 319
Y
0 0 0 0 0 0
0 0 1 1 1 2
345 678901 234567 890123
< E> < >
F /// F .YY.Y. F ..... F .....D F
E /// E ./.Y. E ..... E .....D E
D /// D .YY.Y. D ...PP. D //...D D
C /// C .YY.Y. C ...PP. C //...D C
B /// B ./.Y. B ..... B .....D B
A /// A .YY.Y. A /////.. A .....D A
< E> < >
345 678901 234567 890123
0 0 1 1 1 2
. AVAILABLE <> WING F GEN FACI K GALLEY E EXIT C COT
+ OCCUPIED - LAST OFF H HANDICAP Q QUIET G GROUPS P PET
/ RESTRICTED B BULKHEAD V PREF.SEAT X BLOCKED L LEGROOM U UMR
() SMOKING D DEPORTEE UP UP-DECK Z NO FILM I INFANT R REAR
Y CHARGEABLE
```

```
>ST/10A
--- TST RLR ---
RP/PRGOK0982/PRGOK0982 JT/SU 20MAY14/0941Z 6FKUF7
1.NOVAK/JAN MR
2 OK 534 A 15JUL 2 PRGFRA HK1 0650 2 0730 0850 *1A/E*
3 OK 537 A 20JUL 7 FRAPRG HK1 1910 2 1950 2115 *1A/E*
```

## Ancillary services

```

4 AP PRG TBA - CZECH AIRLINES CSA - A
5 TK OK20MAY/PRGOK0982
6 /SSR RQST OK HK1 PRGFRA/10AN,P1/S2 SEE RTSTR
7 FE PAX FARE RESTRICTIONS APPLY/S2-3

```

### Gourmet menu:

- The service must be requested no later than 24 hours prior to departure of the flight
- Various menus are available depending on daytime. Business class passengers can pre-order the menu free of charge.
- No possibility to pre-pay any menu on PRG-SEL route. Standard menu is served complimentary.

For more details refer to Czech airlines web pages and AAAS catalogue

[http://www.csa.cz/en/portal/info-and-services/travel-information/doplňkové\\_sluzby/gourmet-on-board.htm](http://www.csa.cz/en/portal/info-and-services/travel-information/doplňkové_sluzby/gourmet-on-board.htm)

### Unaccompanied minor

- Service can be auto-priced for passenger with PTC (passenger type code) UNN only
- PTC UNN (NN can be replaced by the age e.g. U08 is an eight years old unaccompanied child) can be used either in Name element in the PNR e.g. NM1 NOVAK/JAN MSTR (UNN/12JUN10) or in the pricing entry e.g. FXH/RUNN
- SSR UMNH has to be requested (SR UMNH-UM08) and confirmed before issuing EMD-A

For conditions of transportation of unaccompanied minors, please refer to Czech airlines web pages

<https://www.csa.cz/cz-en/travel-information/before-the-flight/travelling-with-children/>

```

--- TST ---
RP/PRGOK0982/
1.SIMPSON/BART(U08/01JAN11)
2 OK 616 S 01MAY 3 PRGAMS HK1          2  0700 0840    319 E 0 G
  SEE RTSVC
3 OK 617 S 10MAY 5 AMSPRG HK1          0925 1055    319 E 0 G
  SEE RTSVC
4 /SSR UMNH OK HN1 UM08/S2
5 /SSR UMNH OK HN1 UM08/S3

>FXK
FXK
PASSENGER          PR FROM-TO C SC  SRV  PTC BKM (EUR)TOTAL  AV
FLIGHT RELATED

015 P1              OK PRG*PRG F 0BH UMNH UNN          EUR118.00
UNACCOMPANIED MINOR -

```



## Ancillary services

### Ancillary Services Pricing

For pricing of the ancillary service you can use one of the following entries

- **FXH** – for informative pricing
- **FXG** – for confirmed pricing, that entry creates a TSM-P mask.

You can use the following pricing entry option with both the FXH and FXG entries:

<b>Entry</b>	<b>Explanation</b>
<b>FXH/ALL</b>	To price all ancillary services in PNR for all passengers
<b>FXG/ALL</b>	
<b>FXH/P3</b>	To price ancillary services for specific passenger
<b>FXG/P1,4</b>	
<b>FXH/L7-8</b>	To price ancillary services by SSR/SVC element line number
<b>FXG/L7,11</b>	
<b>FXH/S3</b>	To price ancillary services by air segment number
<b>FXG/S3-4,6</b>	
<b>FXH/R, FRA</b>	To override point of sale
<b>FXG/R, FRA</b>	
<b>FXH/RUNN</b> <b>FXG/RU08</b>	To price ancillary service with PTC UNN (NN stands for age)

The general flow for selling a chargeable ancillary service is the following:

1. Create the name element
2. Book an air segment
3. Price the itinerary
4. Display a catalogue of ancillary services for the itinerary
5. Book a special service
6. Price the chargeable service
7. Create a form of payment element for the ancillary services
8. Issue the EMD-A

EMD-A for ancillary service can be issued if the service is confirmed – SSR in HK status.

## Ancillary services

### Ancillary Services Reissue/Refunds

- Changes of ancillary service/EMD-A are based on fare conditions of associated e-ticket. Also the ancillary service has to be available on new flight/date.  
If an e-ticket and fare condition allows rebooking then EMD-A can be changed (there is no extra charge, only e-ticket rebooking fee applies if any). EMD-A can be re-associated to new e-ticket.  
If an e-ticket does not allow any changes, EMD cannot be changed.  
No service fee for EMD re-association applies
- Refunds of ancillary service/EMD are based on fare conditions of associated e-ticket and type of purchased service. If an e-ticket is refundable/partly refundable then EMD can be refunded.  
If an e-ticket is non-refundable and purchased service is cancelled more than 3 days before commencement of travel then EMD with service code AVIH, PETC, UMNH, SKIS, GOLF, BIKE, SPEQ, WEAP and OXYG can be refunded. There is service fee (MF fee) EUR 10. If the value of EMD is lower than service fee, EMD is non-refundable.
- Refundable EMD can also be refunded separately (without ticket).

### AIL – Automated Issuance Limit

AIL is automated tool, which calculates and applies an issuance time limit to ancillary services.

AIL warns you in real time of the deadline for issuing a document and cancels the chargeable service when the time limit is reached.

When you book an ancillary service, a warning message is displayed when you perform an end of transaction on a PNR (ER or ET entry) to advise that you must issue a document within a time limit which is predefined by the airline.

You must perform a second end of transaction entry in order to store the changes.

Two elements are automatically added to the face of the PNR:

- an OPC element (for the cancellation) which contains the service cancellation date and time
- an OPW element (for the warning) which contains a reminder 24 hours in advance of the OPC date and time.

If you do not issue an EMD-A within the time limit, the SSR is going to be automatically cancelled.

SSR booked	AIL deadline
361-10 days before Departure	72 hours after Service Addition
10-3 days before Departure	48 hours after Service Addition
3-0 days before Departure	2 hour after Service Addition

## Ancillary services

AIL does not apply for:

- UMRN service, the fee can be collected as Q surcharge on the ticket
- AVIH – AIL is not applied when service is booked 0-3 days prior to departure

```
>SR PETC-1 CAT 5KG 30X30X25CM
--- TST RLR ---
RP/PRGOK0982/PRGOK0982          JT/SU  22MAY14/1407Z    6FOUVZ
  1.NOVAKOVA/ALENA MS
  2  OK 766 A 12AUG 2 PRGCDG HK1  1655 2   1735 1925    *1A/E*
  3 AP PRG TBA - CZECH AIRLINES CSA - A
  4 TK OK22MAY/PRGOK0982
  5 /SSR PETC OK NN1 1 CAT 5KG 30X30X25CM/S2
  6 FE PAX FARE RESTRICTIONS APPLY/S2-3
  7 FV PAX OK/S2-3
```

>ER

WARNING: OK REQUIRES DOCUMENT BEFORE 25MAY:1707/E5

```
>ER
--- TST RLR ---
RP/PRGOK0982/PRGOK0982          JT/SU  22MAY14/1407Z    6FOUVZ
  1.NOVAKOVA/ALENA MS
  2  OK 766 A 12AUG 2 PRGCDG HK1  1655 2   1735 1925    *1A/E*
  3 AP PRG TBA - CZECH AIRLINES CSA - A
  4 TK OK22MAY/PRGOK0982
  5 /SSR PETC OK HN1 1 CAT 5KG 30X30X25CM/S2
  6 OPW-22MAY:1707/1C14/OK REQUIRES DOCUMENT ON OR BEFORE
    25MAY:1707/E5
  7 OPC-25MAY:1707/1C16/OK CANCELLATION DUE TO NO DOCUMENT/E5
  8 FE PAX FARE RESTRICTIONS APPLY/S2-3
 11 FV PAX OK/S2-3
```