

Sales Clarifications for FATN 130-20

Version 9 – 1 Sep 2020

On Reissues

- Ticket to be reissued in the same or higher booking RBD, with FATN130-20 in the endorsement box to waive re-issue fee.
- No reissue fees apply, however fare and/or tax difference may apply.
- **There is no limitation on the number of times a ticket can be reissued.**
- If the new quoted fare is lower than the original ticketed fare, no refund of the fare difference will apply.

On Holding Credits & Refunds

For flights canceled by Fiji Airways:

- All passengers may amend their tickets to (a) either a specific future date or (b) opt to hold their booking as credit up to 31 Dec 2021.
- If the booking has any ancillary revenue purchases, the value of those will also be held in credit.
- If by 31 December 2021 the passenger has been unable to use the credit for travel on Fiji Airways, they can seek a refund up to the value of the ticket and ancillary purchases.
- **For tickets issued through ARC in the USA over which US DOT Rules apply:** If the travel credit option is not acceptable to the passenger, the agent may seek a direct refund of the full purchase price for the cancelled ticket. Currently all refunds need to be requested from Fiji Airways via the following link: [Refunds](#)
- **For tickets issued through BSP in Canada or any other country except for the USA:** If the ticket purchased is a refundable ticket, agent may seek a refund in accordance to the ticketing fare conditions. If the ticket purchased is non-refundable, it remains non-refundable. Agent may exchange the nonrefundable ticket for future travel with **FATN130-20** shown in the Endorsement Box per re-issue conditions highlighted above.

IMPORTANT NOTE: Due to high volumes of refund requests, there could be extended delays in processing such requests. We ask that you please manage client expectations accordingly.

Where flight has not been canceled by Fiji Airways:

- All ticketing conditions apply, however reissue fee will be waived.
- Even if only part of the itinerary has been cancelled by the airline, the entire itinerary is eligible for reissue and holding of credit.

MAIN CHANGE TO PROCESS IS AS BELOW:

Holding Credit Options for Bookings made by Travel Agencies

For tickets issued by Travel Agents, the passenger has to request all 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 passenger knows which date they wish to rebook for, agent may go ahead and reissue the tickets for the new dates.
- b) If passenger does not have an alternate date in mind, the agent needs to protect the PNR and keep it live by adding a **Retention Line** to PNR. The date in the Retention Line can be either 12 months out or 6 months out depending on the GDS being used by the Travel Agent.

To further simplify the process and ensure that the control of the ticket remains with the Travel Agent, **we no longer require that the ticket for such bookings be converted into an EMD.**

However, EMD's that have already been issued in accordance with earlier notifications from Fiji Airways, will continue to remain valid and will be honored for credit.

If an EMD was requested, but has not yet been issued, such bookings should now simply be managed by the agencies as per below mentioned process as EMD's need no longer be issued.

FOR AGENTS USING AMADEUS

As long as the PNR has been updated with a Retention Line, no other action is required, till such time as the passenger is ready to get the ticket reissued for actual travel (must be done on or before 31 December 2021), this applies even if the validity of the existing ticket has expired.

Entry for adding the Retention Line:

Command **RU 1A HK1 SYD DDMON/**RETENTION LINE DUE COVID19****

The line will reflect as follows in the PNR

MIS 1A HK1 NAN DDMON-/**RETENTION LINE DUE COVID19**
--

HK1 denotes the number of passengers in the booking

DDMON is the day (DD) and month (MON) till when the retention line needs to be kept.

SYD denotes the issuing POS.

FOR AGENTS USING OTHER GDS'

PNR to be updated with a Retention Line and only if the validity of the original ticket is due to expire, the ticket must be reissued to keep it active in the system.

If the ticket is being reissued **only to keep it active in the system** then the reissue process to be followed is:

- i. The reissued itinerary must be in the same booking class (RBD) and the arrival and departure must be on the same date and definitely no more than 24 hours apart ie.
 FJ 911 R 25MAR 4 NANSYD HK1 0900 1230 *1A/E*
 FJ 910 R 25MAR 4 SYDNAN HK1 1400 1845 *1A/E*
- ii. For such reissues only, the waiver code **FATN420-20** must be added in the Tour Code / Endorsement Box. This will allow for reissue without any add-col. Tickets with this waiver code however will not be accepted for travel.
- iii. When the passenger is ready for travel, the ticket must be reissued with **FATN130-20** waiver code in the Tour Code / Endorsement Box.
- iv. In case the original ticket has already expired, the Nett value needs to be transferred onto an EMD voucher for future travel, as expired tickets cannot be reissued in Sabre or Travelport. These EMDs will need to be actioned by Fiji Airways, as Sabre and Travelport agents cannot directly issue EMDs.

Entries for adding the Retention Line

IN TRAVELPORT GALILEO

Command : **>RT.T/DDMON*RETENTION LINE DUE COVID19***

The line will reflect as follows in the PNR

T ** TEXT ** DDMON-*RETENTION LINE DUE COVID19*

IN TRAVELPORT APOLLO

Command : **>0TURFJBK1SYDDDMON-**RETENTION LINE DUE COVID19****

The line will reflect as follows in the PNR

1 TUR FJ BK1 SYD DDMON - **RETENTION LINE DUE COVID19**

BK1 denotes the number of passengers in the booking

SYD denotes issuing office code

IN TRAVELPORT WORLDSPAN

Command : **>TNZZMK1MISDDMON/AN-**RETENTION LINE DUE COVID19****

The line will reflect as follows in the PNR

1 TVL ZZ MK1 MIS DDMON/AN-**RETENTION LINE DUE COVID19**
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TNZZ – Do not replace ZZ with any specific airline code.

MK1 denotes the number of passengers in the booking

IN SABRE

Command: **00THFJGK1NANDDMON-**RETENTION LINE DUE COVID19****

The line will reflect as follows in the PNR

0THFJGK1SYDDDMON-**RETENTION LINE DUE COVID19**

GK1 denotes the number of passengers in the booking

SYD denotes issuing office code