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| --- | --- | --- | --- |
| **Offered Services****SAMPLE TABLE 1** | **Light** | **Flex** | **ComfortFlex** |
| **Domestic** | **CY & Balkans** | **Short** | **Long** | **Domestic\*** | **CY & Balkans** | **Short** | **Long** | **Domestic\*** | **CY & Balkans** | **Short** | **Long** |
| **1 personal item** | 1 personal item OR 1 carry on bag included | included | included |
| **1 carry-on bag max. 8kg** | included | included |
| **1pc. checked baggage allowance up to 23kg** | not included | not included | included |
| **Hold my booking** | 3 € | 6 € | 3 € | 6 € | included |
| **Priority boarding** | not included | not included | included |
| **Same day changes** | not included | not included | included |
| **Standard seat** | 3 € | 4 € | 5 € | included | included |
| **Upfront seat** | 6 € | 10 € LS11 € HS | 14 € LS16 € HS | 16 € LS18 € HS | 6 € | 10 € LS11 € HS | 14 € LS16 € HS | 16 € LS18 € HS | included |
| **Legroom seat** | 8 € | 14 € LS15 € HS | 16 € LS18 € HS | 22 € LS24 € HS | 8 € | 14 € LS15 € HS | 16 € LS18 € HS | 22 € LS24 € HS | 8 € | 14 € LS15 € HS | 16 € LS18 € HS | 22 € LS24 € HS |
| **Rebooking** | 40 € | 45 € | 60 € | 70 € | free of charge | free of charge |
| **Refund** | non refundable | 45 € | 50 € | 50 € | 60 € | 45 € | 50 € | 50 € | 60 € |
| **Rebooking after no-show (no show fee)** | not permitted | Permitted(40 €) | Permitted(45 €) | Permitted(60 €) | Permitted(70 €) | Permitted |
| **Refund after no-show** | not permitted | not permitted | 45 € | 50 € | 50 € | 60 € |
| **Void** | not allowed for P up to S | not allowed for P up to S | not allowed for P up to S |
| allowed for K up to Y | allowed for K up to Y | allowed for K up to Y |
| **Child discount** | no discount for P up to L | no discount for P up to L | no discount for P up to L |
| 33% for V up to Y | 33% for V up to Y | 33% for V up to Y |
| **End on end combinability** | not permitted | not permitted | not permitted |
| **Validating carrier** | P only in A3 stock | P only in A3 stock | P only in A3 stock |
| U, T, S in A3, OA and HR stock | U, T, S in A3, OA and HR stock | U, T, S in A3, OA and HR stock |
| for K and over no restriction | for K and over no restriction | for K and over no restriction |
| **Reissue/rerouting** | Permitted only in the same fare family with original ticket. In Light only. | Permitted in Flex and Business. | Permitted in ComfortFlex, Saver and Business. |
| **Stopover** | Not permitted | P, U, T 100 € | Not permitted | P, U, T 100 € | Not permitted | P, U, T 75 € |
| S, K, L 75 € | S, K, L 75 € | S, K, L 50 € |
| V, Q 50 € | V, Q 50 € | V, Q 25 € |
| H, M, B, Y 25 € | H, M, B, Y 25 € | H, M, B, Y Free |
| **Offered Services****SAMPLE TABLE 1** | **PSO** | **Exception ( Egypt & Saudi Arabia)** | **Business** |
| ComfortFlex | Saver\* | ComfortFlex |
| **1 personal item** | included | included | included | included |
| **1 carry-on bag max. 8kg (13kg for business)** | included | included | included | included |
| **1pc. checked baggage allowance up to 23kg** | included | included | included (2pc. up to 32kg each) |
| **Hold my booking** | not included | 6 € | included | included |
| **Priority boarding** | not included | not included | included | included |
| **Same day changes** | not included | not included | included | included |
| **Standard seat** | not applicable | 5 € | included | Business class seat included |
| **Upfront seat** | not applicable | 16 € LS18 € HS | included |
| **Legroom seat** | not applicable | 22 € LS24 € HS |
| **Rebooking** | free of charge | 50 € | Free of charge | free of charge |
| **Refund** | 45 € | non refundable | refundable | refundable |
| **Rebooking after no-show (no show fee)** | Free of charge | Not allowed for P up to S50 € for K up to Y | free of charge |
| **Refund after no-show** | 45 € | non refundable | refundable | free of charge |
| **Void** | not allowed for P up to Sallowed for K up to V | not allowed for P up to Sallowed for K up to V | permitted |
| **Child discount** | no discount for P up to K33% for L & V | no discount for P up to L33% for V up to Y | 33% |
| **End on end combinability** | permitted | not permitted | permitted only in same RBD/fare for domesticnot permitted for international |
| **Validating carrier** | A3 & OA stock | P only in A3 stockU, T, S in A3, OA and HR stockFor K and over no restriction | no restrictions |
| **Reissue/rerouting** | Permitted in the ComfortFlex fare family. | Permitted in Saver, ComfortFlex and Business. | Permitted in Saver, ComfortFlex & Business |
| **Stopover** | Not permitted | P. U, T, S, K, L, V, Q not permitted | H, M, B, Y free of charge | Permitted free of charge |

**Fare families**

|  |  |  |
| --- | --- | --- |
| **Economy** | **Carrier** | **Routes** |
| Light | A3/OA only | All domestic, internationalNot applicable on PSO, code-share |
| Flex | A3/OA | All domestic, internationalNot applicable on PSO, code-share |
| ComfortFlex | A3/OA and codeshare | All domestic, international |

|  |  |  |
| --- | --- | --- |
| Saver | A3and codeshare | On Exception routes operated by A3 and in some codeshare. |

|  |  |  |
| --- | --- | --- |
| Business | A3, OAand codeshare | All domestic, international  |

Codeshare Flights

For code share flights the Fare families available for bookings will be three:

* Saver
* ComfortFlex
* Business

PSO routes

For flights on PSO routes, fare family available will be ComfortFlex.

**Countries for international travel are divided into three categories:**

|  |
| --- |
| **Short** |
| **AL** Albania | **CY** Cyprus | **IL** Israel | **MT** Malta | **TN** Tunisia |
| **AM** Armenia | **CZ** CzechRepublic | **IT** Italy | **PL** Poland | **UA** Ukraine |
| **AT** Austria | **DE** Germany | **JO** Jordan | **RO** Romania |  |
| **BA** BosniaHerzegovina | **GE** Georgia | **LB** Lebanon | **RS** Serbia |  |
| **BG** Bulgaria | **HR** Croatia | **ME** Montenegro | **SI** Slovenia |  |
| **CH** Switzerland | **HU** Hungary | **MK** | **TR** Turkey |  |

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| **Long** |
| **BE** Belgium | **FI** Finland | **LV** Latvia | **PT** Portugal |
| **DK** Denmark | **FR** France | **MA** Morocco | **RU** Russia |
| **EE** Estonia | **IE** Ireland | **NL** Netherlands | **SE** Sweden |
| **ES** Spain | **LU** Luxemburg | **NO** Norway | **UK** United Kingdom |

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| **Exception** |
| **EG** Egypt | **SA** Saudi Arabia |

**Fare basis code.**

All fare basis codes of published fares will change and will follow a similar pattern:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **RBD** | **Season** | **Fare Family identifier** | **Route Type indicator** | **Connection indicator** | **OW/RT** |
| Y | N/L/K/H | 3 characters | S/L/E/D | D/W/C | O/R/- |

**RBD:** Booking class

**Season:**  **N**=all season, **L**= low, **K**=shoulder, **H**=high

**Fare Family:** 3 characters as below

**Route Type indicator:** **S**=short, L=long, **E**=exception, **D**=domestic

**Connection indicator:** **D**=direct, **W**=direct allowing transfer via GR sectors,

**C**=connecting

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| --- | --- | --- | --- |
| **Fare Family** | **Fare Basis example** | **Current/New** | **Explanation** |
| **Light** | PN**LGT**SD | **New** | P-cl, All season, Light, Short, Direct |
| **Flex** | YN**FLX**LC | **New** | Y-cl, All season, Flex, Long, Connecting |
| **ComfortFlex** | KL**CMF**LC | **New** | K-cl, Low season, ComfortFlex, Long, Connecting |
| **Saver** | PNSVRED | Current | P-cl, All season, Saver, Exception, Direct |
| **Business** | CLCCFSC | Current | C-cl, Low season, Business, Short, Connecting |
| **PSO** | SHPSODD | Current | S-cl, High season, PSO, Domestic, Direct |

‘O’ or ’R’ are used when fare is pure OW or RT (ie. ATH-MUC). If no indication, fare is valid OW double for RT.

**Specifically for ComfortFlex fare family low & high seasonality is introduced on all direct international routes.**

Low Season: 01 January – 15 June & 01 November – 31 December

High Season: 16 June – 31 October

**Ticket changes:**

Changes between fare families are permitted as per below:

Passengers with totally unused tickets issued on/before 14 September 2020 are able to change their ticket:

* GoLight to Light
* Flex to Saver, ComfortFlex or Business
* Saver to Saver, ComfortFlex or Business
* Business to Saver, ComfortFlex or Business

Partially used tickets issued on/before 14 September 2020 will change to fare families valid on/before 15 September 2020. For more details, refer to WI (**Fare Families: RES/TKT exceptional instructions**).

Passengers with tickets issued on/after 15 September 2020 are able to change their ticket:

* Light to Light
* Flex to Flex or Business
* ComfortFlex to Saver, ComfortFlex or Business
* Saver to Saver, ComfortFlex or Business
* Business to Saver, ComfortFlex or Business

**Cabin Baggage Allowance**

For flights operated with Olympic Air (DH8-100, DH8-400 και ATR) the carry on bag cannot exceed 55cm x 40cm x 23cm and 8 kg.

**Hold my Booking service** - passenger may place a trip “on hold” for a fee paid in addition to the ticket price. Sales restriction timeframe for domestic flights is 4 days and 6 days for international flights. The service will be included free of charge for ComfortFlex fare family & Business class.

**Priority Boarding**

*Priority Boarding for ComfortFlex is temporarily not offered. ComfortFlex passengers will be boarding according to their seat (window, middle/aisle) just like all Gold Card members. This will be valid until priority boarding for all customers is restored*.

**Same Day Changes**

ComfortFlex and Business class passengers will have the option to rebook a flight on the day of travel (both earlier or later) and only if there are still seats available in economy and business class respectively (valid for direct flights only on same carrier A3 or OA). No cross-cabin same day changes are permitted.

Service will be available only during mobile check-in process or at check-in counters.

**Extra Baggage Charges**

|  |  |  |  |
| --- | --- | --- | --- |
| **Light, Flex & ComfortFlex** | **Prepaid** | **Payment at the airport** | **Payment at the gate** |
| **Domestic** | 15 € low season21 € high season | 25 € low season35 € high season | 40 € low season40 € high season |
| **Short** | 25 € low season30 € high season | 35 € low season40 € high season | 50 € low season50 € high season |
| **Long** | 30 € low season40 € high season | 45 € low season60 € high season | 60 € low season60 € high season |
| **Saver & ComfortFlex** | **Prepaid** | **Payment at the airport** | **Payment at the gate** |
| **Exception** | 40 € | 70 € | N/A |

Low Season: 01 January-15 June & 01 November-31 December

High Season: 16 June-31 October