



GENERAL RULE GR16/RU V7.0

Effective for ticketing on/after 25-MAY-2016
& travel commencing on/after 25-MAY-2016

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CONFIDENTIAL

Rules	Buz 1	Buz 2	Eco 1	Eco 2	Eco 3	Eco 4	Eco 5
	J-/C-	D-	Y-	B-/M-/S-	H-/K-/L-/Q-	N-/R-/T-/A-	U-/E-/P-
00. Application	This version cancels and replaces previous version of GR16/RU with changes hereunder - Cat 16: Cancellation/Refund/Change fee for D- - Appendix 3 Surcharge on OAL's ticket stock: Applicable fares include J-, C-, W-, Y-, B-, M-, S-						
	These general rules apply to:						
	- All Vietnam Airlines' fare contracts, their subsequent amendments/supplements and adhoc fares applicable in Russian Federation and C.I.S market. - VN carrier fares (VN published fares) originating from Russian Federation and C.I.S market.						
	Rules of specific fare contract/adhoc fare will prevail if being in conflict with these rules.						
Fares	Unless otherwise specified, one-way fares cannot be doubled to form round-trip fares.						
	Common rated fares applied (See Instructions for details)						
Booking class application	Booking class is the first letter of the fare basis applied for VN sectors unless otherwise specified in fare contracts.						
	See Appendix 1						
	See Appendix 2						
01. Eligibility	Refer to Fare contract/Adhoc fare						
02. Day/Time	Refer to Fare contract/Adhoc fare						
03. Seasonality "Subject to the departure of the first international sector"	H: 01Jan-05Jan, 24Dec-31Dec						
	L: 06Jan-23Dec						
04. Flight application	See Appendix 2						
05. Reservation and ticketing	All sectors must be confirmed before issuing ticket, open segments not permitted, except for J-/C-/ Y-						
	Ticketing must be completed within 72hours after reservations are made.						
	For C- fares: -AP3, ticketing must be completed at least 21 days before departure.						
	For D-, N-, R-, T-, A-, U-, E-, P- fares: -AP3, -AP5/-AP6: Ticketing must be completed at least 21/45/60 days before departure.						
06. Minimum stay	N/A			01 day		01 day	



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		J-/C-	D-	Y-	B-/M-/S-	H-/K-/L-/Q-	N-/R-/T-/A-	U-/E-/P-	
07. Maximum stay		1 year			1 year			03 months	
08. Stopovers		Permitted with fee of EUR50/USD50 each stop. Exception: - Permitted without fee in all points in VN, KH, MM, LA for routings to VN/KH/MM/LA. - Stopover not permitted in PAR/FRA/LON between VN & VN* flight. - For construction with added sectors, free stopover (s) permitted in construction points.							
09. Transfers		As specified in routing details.							
10. Constructions and combinations									
Added Amounts/sectors		Permitted (See Instructions for details)							
Half-RT combination (use RT fares only, not VV fares)	For VN market fares	Permitted with fares in the same fare contracts.							
	For VN published fares	Permitted with any published fares. Auto-pricing and auto-ticketing required.							
End-on/Side-trip	For VN market fares	Not permitted.							
	For VN published fares	Permitted with any fares. Auto-pricing and auto-ticketing required.							
11. Blackout date		Refer to Fare contract/Adhoc fare.							
12. Surcharge		See Appendix 3 .							
13. Accompanied travel		Refer to Fare contract/Adhoc fare.							
14. Travel restrictions									
15. Sales restriction:									
Applicable for sales in	For VN market fares	Refer to Fare contract/Adhoc fare.					Eastern Ural Russia, Europe and Canada, Except A-:Apply to		Country of commencement of travel (COC)
	For VN published fares	Except Q-: Apply to Eastern Ural Russia, Europe and Canada only					Worldwide		



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Rules	Buz 1	Buz 2	Eco 1	Eco 2	Eco 3	Eco 4	Eco 5
	J-/C-	D-	Y-	B-/M-/S-	H-/K-/L-/Q-	N-/R-/T-/A-	U-/E-/P-
28. Visit another country	Not applicable.						
29. Deposits	Refer to VN regulations.						

APPENDIX 1. BOOKING CLASS EXCEPTION ON VN FOR SPECIFIED ROUTING

Routing	Fare basis	Sectors (v.v)	Booking class	
			Business class	Economy class
All routings from RU/UA	All	Vietnam domestic sectors	J	B
From RU/UA to LA/KH/MM	E-	VN-LA/KH/MM, LA-KH	N/A	T
	Others		J	B
From RU/UA to AU	R-/T-/A-/U-/E-/P-	VN-AU	N/A	N
	Others		Booking class of main routing applied	
From RU/UA to KR/JP	N-/R-/T-/A-/U-/E-/P-	VN – KR/JP	N/A	Q
	Others		Booking class of main routing applied	
From RU/UA to CN/HK/TW	Q-/N-/R-/T-/A-/U-/E-/P-	VN-CN/HK/TW	N/A	L
	Others		Booking class of main routing applied	
From RU/UA to other Asia	T-/E-/U-/P-	VN – other Asia destinations	N/A	T
	R-/A-		N/A	N
	Others		Booking class of main routing applied	

Note: In case Business compartment is not offered, book in economy class: B.

APPENDIX 2. BOOKING CLASS ON OAL AND FLIGHT RESTRICTION

Carrier	Class of service	Fare basis	Sectors v.v	Booking class on OAL		Flight not permitted
				FIT Booking	For groups of 10 passengers or more	
AF	Economy class	Y-/B-/M-/S-/H-/K-/L-/	All	N, E, Q	G	From AF0040 to AF0919; From AF2000 to AF9999;
		Q-/N-/R-/T-/A-/		N, E		
		E-/U-/P-/		N		
BA	Business class	J-/C-/D-/	LED-LON	D	Not applicable	From BA510 to BA538; From BA1500 to BA9999;
		W-/Z-/Y-/B-/M-/S-/H-/		N, V		
		K-/L-/Q-/N-/R-/T-/A-/		N		
K6	Economy class	E-, U-, P-	All	W	G	
KE	Economy class	All	VVO-SEL	T/Q	T/Q	From KE5000 to KE7999
LH	Business class	J-/C-/D-/	All	Z. And in case business compartment is not offered: book M.		From LH3800 to LH9999 <u>Exception:</u> Permitted to book in LH marketing flights operated by CL, EW, EN, 2A, VO, Privatair SA (no code), Bus Service FRA-SXB)
	Economy class	W-/Z-/		M		
		Y-/B-/M-/S-/H-/K-/		M, S	S	
		L-/Q-/N-/R-/T-/A-/E-/U-/P-/		S	S	
PS	Business class	All	IEV-MOW/PAR/FRA, IEV-ALA/TSE/TBS	Z	Z	From PS1000 to PS9261; From PS9284 to PS9999
	Economy class			Q/V	Q/V	
	Business class			Z	Z	
	Economy class		IEV-DNK/HRK/LWO/ODS	R/O	R/O	
S7	Business class		MOW-AAQ/AER/ASF/CEK/ IEV/KJA/KRR/KUF/KZN/ LED/MRV/ODS/OVB/PEE/ ROV/SVX/TOF/UFA/VOG	D	D	From S7 4000 to S7 4999
	Economy class	All		O/S/T	O/S/T	
	Business class		Other sectors	D	D	
	Economy class	All		O/S	O/S	



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Carrier	Class of service	Fare basis	Sectors v.v	Booking class on OAL		Flight not permitted
				FIT Booking	For groups of 10 passengers or more	
SU	Economy class	All	VVO-SEL; LED-FRA/PAR	N/T	G	From SU3000 to SU4999
			MOW-LED/SIP/AER/PEE, MOW-MRV/KGD	T/Q		
VN	All	All	All			From VN3000 to VN3799, From VN3900 to VN3999; From VN4000 to VN4999

APPENDIX 3: SURCHARGE (Q) ON OAL'S TICKET STOCKS

The below miscellaneous surcharges per fare component which will be added to the applicable fare apply for tickets issued on the stock of airlines other than VN (738):

Applicable fares include J-, C-, W-, Y-, B-, M-, S-.

And	Between	EU/XU/US/CA/AU/NZ	JP/KR/TW/CN/HK	VN	Others
EU/XU/US/CA/AU/NZ		135 USD	135 USD	135 USD	135 USD
JP/KR/TW/CN/HK		135 USD	*70 USD	70 USD	70 USD
VN		135 USD	70 USD	N/A	30 USD
Others		135 USD	70 USD	30 USD	30 USD

Note: the surcharge applies in addition to all other charges and is not subject to any discount - including those for children and infants. The surcharge must be collected at time of ticket issuance and will be incorporated in the fare calculation as a Q surcharge by converting the surcharge into NUC using the applicable IATA rate of exchange/IROE



INSTRUCTIONS	
<u>CONSTRUCTION WITH ADDED AMOUNT SECTORS</u> 1. Construction of main routing fare with added amount/sector permitted: - In the same class of service; or - In different classes of service ONLY WHEN: • Whole routing is on VN; and/or • Added sectors are Vietnam domestic sectors 2. Eligible main routing for construction with added amount/sector: - Routings to Vietnam/via Vietnam as specified in fare contract(s)/ and/or - Combination of half roundtrip fares in fare contract(s) 3. Added sector construction point(s) must be: - Origin/Destination of the main routing/ and/or - HAN/SGN/DAD as a stopover in the main routing. 4. Added amount(s)/sector(s) can be added once or multiple times. 5. Ticketing details: - Fare basis/ Tour code/ all rules and conditions of main routing apply to new constructed routing. - For VN added sector in different class of service from main routing: • VN Economy added sector: show "Y" in Fare basis. • VN Premium Economy added sector: show "W" in Fare basis. • VN Business added sector: show "C" in Fare basis.	<u>COMMON RATED FARES</u> For routings including MOW-HAN/SGN or v.v sectors/ fares for direct routing apply to routing via SGN/HAN. <u>Eg</u>: Fares for MOW-HAN applies to MOW-x/SGN-HAN Sector SGN-HAN v.v: book in B for Economy class and J for Business class. In case Business compartment is not offered/ book in economy class: B <u>MULTIPLE PENALTY FEE</u> In case of multiple penalty fees/ the highest fee of all changed fare components applies. <u>CHILDREN/INFANT DISCOUNTS</u> Children/Infant discounts apply to: • Penalty fees • Stopover charges • Added amounts

HOW TO SHOW VN FARES IN FARE CONTRACT USED

Step 1: From fare in fare contract used/ define OW or 1/2RT amount. Add amount for added sector if any

Step 2: Convert Fare amount for fare component into NUC

**To convert from EUR to NUC: In Sabre: FC#EUR<amount>/NUC. Eg.: FC#EUR300/NUC. In Amadeus: FQC<amount>EUR/NUC. Eg.: FQC300EUR/NUC*

Step 3: Show Fare basis (in fare contract used) in respective Fare component. Show respective NUC amount and IATA rate of exchange IROE in Fare calculation.

Examples:

	Itinerary MOW VN HAN	Itinerary MOW VN HAN VN DAD	Itinerary LED S7 MOW VN SGN roundtrip
Fare in fare contract used	YHOXRUF MOWHAN EUR660	YHOXRUF MOWHAN EUR660 & Added amount HANDAD EUR40	BH1YRUF LEDSGN RT EUR1060
Fare component	MOWHAN	MOWDAD	LEDSGN and SGNLED
OW amount or 1/2 RT amount	EUR660	EUR700=EUR660 + EUR40	EUR1060 x 1/2 = EUR530
Conversion	EUR660 = NUC858.00	EUR700=NUC910.00	EUR530=NUC689.00
Fare basis	YHOXRUF	YHOXRUF	BH1YRUF
Fare calculation	MOW VN HAN858.00NUC858. 00END ROE0.769230	MOW VN X/HAN VN DAD910.00NUC910.00END ROE0.769230	LED S7MOW VN SGN689.00VN MOW S7LED689.00 NUC1378.00END ROE0.769230

HOW TO QUOTE VN FARES IN SABRE

FARE DISPLAY

FARE DISPLAY	NON ITINERARY PRICING
Fare display	Basic entry with operating and validating carrier
Fare display specific date and carrier	With operating carrier and specified booking class
Fare display adult/ child/ infant fare	With travel date
Fare display specific fare basis code	With Surface indicator
	WQMOWHAN-AVN/VN
	WQLED/AFV/CLMOW/AV N/CQHAN
	WQMOW01JAN/AVNHAN
	WQMOW/AVN/HAN/-



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	QYH1YRU		SGN/AVN/MOW
Fare display / specific pax type STU: Student VFR: Ethnic	FQMOWHAN# PSTU FQMOWHAN# PVFR	Display fare line 1	WQ1
RULE DISPLAY		Display fare calculations descriptions	WQ# DF1
Rule display by fare line number 2	RD2		
Rule display with city pair & spec. fare basis code	RDMOWHANYH1YRU-VN	ITINERARY PRICING	
Rule display by specific categories	RD2*5/15/35	Pricing after retrieving PNR	WP
Rule display routing	RD2*RTG	Pricing after retrieving PNR with pax type	WPPSTU/WPPVFR
Redisplay rule	RD*	Pricing after retrieving PNR: Child's fare	WPPCH

FOR AND ON BEHALF OF VIETNAM AIRLINES



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**DIRECTOR OF REPRESENTATIVE OFFICE OF VIETNAM AIRLINES
IN RUSSIAN FEDERATION AND CIS**