

TAP IS CREATING NEW FARES FOR INTERCONTINENTAL FLIGHTS



CUSTOMER CHOICE MODEL

**CHOOSE THE EXACT FARE THAT SERVES
BEST THE PASSENGER NEEDS**

FAQ's about Intercontinental Branded Fares (Medium and Long Haul)

1. Introduction

With sales beginning on April 4th, for travel on/after September 1st, the passengers will have the opportunity to choose, in each booking class, 4 different Economy Class fare options and also 2 different Business Class fare options.

These new products will be distinguished by the fixed services that are included in the fare as well as their different fare rules, such as rebooking and refund conditions. From these dates onwards, travelers will be able to choose the exact fare that best serves their needs, once it will be choose according to the services they really want to use.

With new TAP's branded fares for intercontinental destinations, TAP will:

- provide ability for customers to shop by brand or features that suit their requirements;
- will be the leading airline offering branded fares for intercontinental destinations;
- will present more competitive prices, with a simplified one way fare structure and consequently attract more passengers.

ECONOMY FARES



Low price and competitive product – Flight only



Leisure focus bundle – Flight + 1 bag



Traditional and conventional product – Flight + 2 bags + seat

INTERCONTINENTAL BRANDED FARES



Premium product with flexibility for changes free of charge and refund for corporate purposes – Flight + 3 bags + extra ancillaries

BUSINESS FARES



Executive service for leisure passengers



Premium fully flexible product for business passengers

Exceptions:

a) Due to Legal impositions regarding Venezuela General Air Transportation Conditions, for travel to/from Venezuela, DISCOUNT BRANDED FARES will not be available/applicable once it's not possible to sell tickets without hold baggage included.

b) Due to Legal impositions from ANAC in BRAZIL, for travels originated in Brazil, DISCOUNT BRANDED FARES will not be available/applicable once it's not possible to sell tickets without hold baggage included. We have to apply 2PC on the BASIC BRANDED FARES.

Note: Regardless the selected fare, passenger can purchase additional services, also known as "Ancillary Services"

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1. GENERAL INFORMATION

1.1. Why is TAP changing the current prices and products?

This is an extension to all our routes of the same concept that we are using in our Continental Flights. This new product will be distinguished by the fixed services that are included in the fare as well as different fare rules. The passengers will be able to choose the exact fare that best serves their needs. It's a more customer tailored offer.

1.2. Where this new fare concept will be applied?

This new concept started last year on our Continental flights (including Morocco, Algeria and domestic flights within Portugal) and now it will be extended to our Intercontinental flights. The Shuttle Service (Ponte Aérea) LIS-OPO-LIS will remain only with three branded fares (all in Economy class).

1.3. Will this new product change fare prices?

With the new Intercontinental Branded Fares, the passenger is able to differentiate and choose between a fare that includes 1 service (for example, baggage) or between a fare that includes more services (for example, baggage + advance seat reservation + fast track) and prices will differ accordingly. Due to the level of transparency of services that are included in the fare, each passenger will pay only according to his/her needs.

1.4. When is it possible to start selling these new fares?

The new Intercontinental Branded Fares will be applicable on new tickets sold on/after 04APR17, for travel on after 01SEP17.

1.5. Will reservations continue to be marked with SK BRND?

Reservations with RBD's I, R, G, X, N will be marked with "SK" element at the time of reservation. All the other RBD's that can be associated to 4 brands in Economy and 2 in executive, will only be marked with "SK..." when ticket is issued.

INTERCONTINENTAL BRANDED FARES

1.6. What “SK” element will be assigned to the special RBD’s (I, R, X, N, G)?

TICKETS ISSUANCE					
RBD	CONTINENTAL		INTERCONTINENTAL		
	until 03APR17	from 04APR17	untill 03APR17	until 31AUG17	from 01SEP17
I / R	SK BEXE		SK LEXE		
X	SK BCLC	SK BBSC	SK LCLC	SK LBSC	SK BBSI
N	SK BBSC		SK LBSC		
G	SK BCLC	SK BBSC	SK BRAND BASIC + SK LBSC		SK BBSI

1.7. Will this new concept be applicable on tickets purchase before this date?

No, tickets purchased before April 4th will honour the old rules and brands. New concept will be only applicable if 1st coupon ticket is changed on/after April 4th and a new ticket reissued for travel on/after September 1st.

1.8. What new Branded Fare Families will be available with this new concept?

New fares in Economy Class are: Discount*, Basic**, Classic, Plus.

New fares in Business Class are: Executive and Top Executive.

The difference will be determined by fare conditions and services that are included.

*Due to Legal impositions Discount Branded Fare will not be applicable to/from Venezuela and also for travels beginning in Brazil.

** Due to Legal Impositions Basic Branded Fare will have 2PC, when travel is originated in Brazil. From Europe to Brazil it will only offers 1PC.

1.9. These Economy Class fares already exist as Brands. What will change?

With this new concept, if a flight has available seats in a specific RBD (for example in economy cabin) all economy products will always be available: Discount/ Basic / Classic / Plus.

For example:

```

SN20DECLISRIO
** TAP PORTUGAL - SN ** RIO RIO DE JANEIRO.BRRJ                279 WE 20DEC 0000
MANDATORY DOCS ARE RQSTD BY AUTHORITIES
1  TP 073  9 D2 ZL JC PS RL Y9 /LIS 1 GIG 2 2325 0725+1E0/332 10:00
          B9 M9 S9 H9 Q9 V9 W9 AC KC LC UC EC TC OC GR NL      ADDSEAT
  
```

The RBD W is available for:

W DISCOUNT / W BASIC / W CLASSIC / W PLUS

This way the passenger just has to decide what product will suit better his/her needs.

1.10. What will be the difference between these 6 fare options?

In Economy, passengers will have 4 fare options and in Business 2. The fares will differ considering the flexibility and the services included in the price.

- **Economy Discount*** is the cheapest fare and for the passengers that travel only with hand luggage;
- **Economy Basic**** is for those who need to travel with free baggage allowance;
- **Economy Classic** includes free baggage allowance as well as pre-advanced seat reservation;
- **Economy Plus** it's the flexible fare that allows free changes, includes all of the above services mentioned and some more...
- **Executive** is the lowest fare in business class as there are restrictions regarding changes or refunds;
- **Top Executive** is the full flexible fare in business class with all services and privileges included.

Nevertheless any Economy fare options will allow to add and purchase, services that may not be included in the price, according to a certain fee.

*Due to Legal impositions Discount Branded Fare will not be applicable to/from Venezuela and also for travels originated in Brazil.

** Due to Legal Impositions Basic Branded Fare will have 2PC, when travel is originated in Brazil. From Europe to Brazil it will only offers 1PC.

1.11. If DISCOUNT branded fare does not include free baggage allowance, how many items will be permitted to transport as hand luggage?

The hand luggage allowance for all Branded Fares in Economy will be limited to 1PC up to 8kg and 115cm (55x40x20cm) plus 1 personal item up to 2kg and 85cm (40x30x15cm).

Exception: Due to Legal impositions regarding Venezuela General Air Transportation Conditions, for travel to/from Venezuela the hand luggage allowance for all Branded Fares in Economy will be limited to 1PC up to 10kgs and 115cm (55x40x20cm) plus 1 personal item up to 2 kg and 85cm (40x30x15cm).

1.12. What will be the hand luggage permitted in Business Class?

The allowance in Business Class is 2PC up to 8kg and 115cm (55x40x20cm) each, plus 1 personal item up to 85cm (40x30x15cm).

Exception: Business Class allowance to/from USA, due to USA Transportation Security Administration Rules, is limited to 1PC up to 08 Kg/115cm (55x40x20cm) plus 1 personal item up to 85cm (40x30x15cm).

1.13. Will we have any difference on board of the Economy Cabin?

No, all passengers will have the same on board service, including meals and beverages.

INTERCONTINENTAL BRANDED FARES

1.14. Will these fare options be available on all Intercontinental flights?

The new Intercontinental Branded Fares will be implemented in all TAP network where no legal constraints applies.

Due to Legal impositions regarding Venezuela General Air Transportation Conditions, for travel to/from Venezuela, DISCOUNT BRANDED FARES will not be available/applicable once it's not possible to sell tickets without hold baggage included.

Due to Legal impositions from ANAC in BRAZIL, for travels originated in Brazil, DISCOUNT BRANDED FARES will not be available/applicable once it's not possible to sell tickets without hold baggage included. BASIC BRANDED FARES will have 2 PC included.

1.15. How to identify these different fares through the fare structure?

These fares will be public fares that will be recognized through a string of 3 letter code included in the fare basis.

Brand	Example	SK Element
Tap Discount	A16DSI1F	SK BDSI
Tap Basic	A16BSI1F	SK BBSI
Tap Classic	E16CLI1F	SK BCLI
Tap Plus	L16PUI1F	SK BPUI
Tap Executive	J16EXI1N	SK BEXI
Tap TopExecutive	Z16TTI1N	SK BTTI

1.16. How will the new Intercontinental Branded Fares be displayed in Amadeus System?

The new Branded Fares will be based on a product called "Fare Family". This product will present in the system all the services that are included or must be purchased according to the Branded Fare selected.

When performing the pricing transaction (ex. FXX), the system will inform if there is a "Fare Family" option for that routing (in this case only available on Continental Flights) and then with the entry FQF line number, we will be able to visualize the services that are included or not.

Example:

```
1 TP 073 W 20SEP 3 LISGIG HK1 1030 1 1200 1800 332 E 0 LS
2 TP 074 V 28SEP 4 GIGLIS HK1 1420 2 1550 0535+1 332 E 0 LS
```

FXX

```
* FARE BASIS * DISC * PTC * FARE<EUR> * MSG *T
01 W0BPUIPT+* * * 1 * 1706.15 * *Y
02 W0BDSIPT+* * * 1 * 1556.15 * *Y
03 W0BDSIPT+* * * 1 * 1521.15 * *Y
04 W0BDSIPT+* * * 1 * 1496.15 * *Y
```

FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)

```
*1*FARE FAMILIES: PLUS ,DISCOUNT
*2*FARE FAMILIES: DISCOUNT ,CLASSIC
*3*FARE FAMILIES: DISCOUNT ,BASIC
*4*FARE FAMILIES: DISCOUNT
```

INTERCONTINENTAL BRANDED FARES

FQF1

*1: PLUS - TP - LISRIO

DESCRIPTION : PLUS

- INCLUDED

06I : CHANGE BEFORE DEPARTURE
06J : CHANGE AFTER DEPARTURE
057 : MILEAGE ACCRUAL
0L5 : CARRY ON HAND BAGGAGE
0CC : CHECKED BAG FIRST
0CD : CHECKED BAG SECOND
0CG : CHECKED BAG THIRD
0PN : DAILY PRESS
0B3 : MEAL 1
PSA : SEAT RESERVATION
0LF : PRIORITY BAGGAGE
03P : PRIORITY CHECK IN
0G6 : PRIORITY BOARDING
0LW : PRIORITY FAST SECURITY LANE

- AT CHARGE

06K : REFUND BEFORE DEPARTURE
0BX : LOUNGE ACCESS
PRS : EXTRA LEG ROOM OR FRONT SEAT
0NI : UPGRADE WITH MILES BONUS

- NOT OFFERED

06L : REFUND AFTER DEPARTURE

*2: DISCOUNT - TP - RIOLIS

DESCRIPTION : DISCOUNT

- INCLUDED

057 : MILEAGE ACCRUAL
0L5 : CARRY ON HAND BAGGAGE
0PN : DAILY PRESS
0B3 : MEAL 1

- AT CHARGE

0CC : CHECKED BAG FIRST
0CD : CHECKED BAG SECOND
0CG : CHECKED BAG THIRD
0BX : LOUNGE ACCESS
PSA : SEAT RESERVATION
PRS : EXTRA LEG ROOM OR FRONT SEAT
0LW : PRIORITY FAST SECURITY LANE
0NI : UPGRADE WITH MILES BONUS

- NOT OFFERED

06I : CHANGE BEFORE DEPARTURE
06J : CHANGE AFTER DEPARTURE
06K : REFUND BEFORE DEPARTURE
06L : REFUND AFTER DEPARTURE
0LF : PRIORITY BAGGAGE
03P : PRIORITY CHECK IN
0G6 : PRIORITY BOARDING

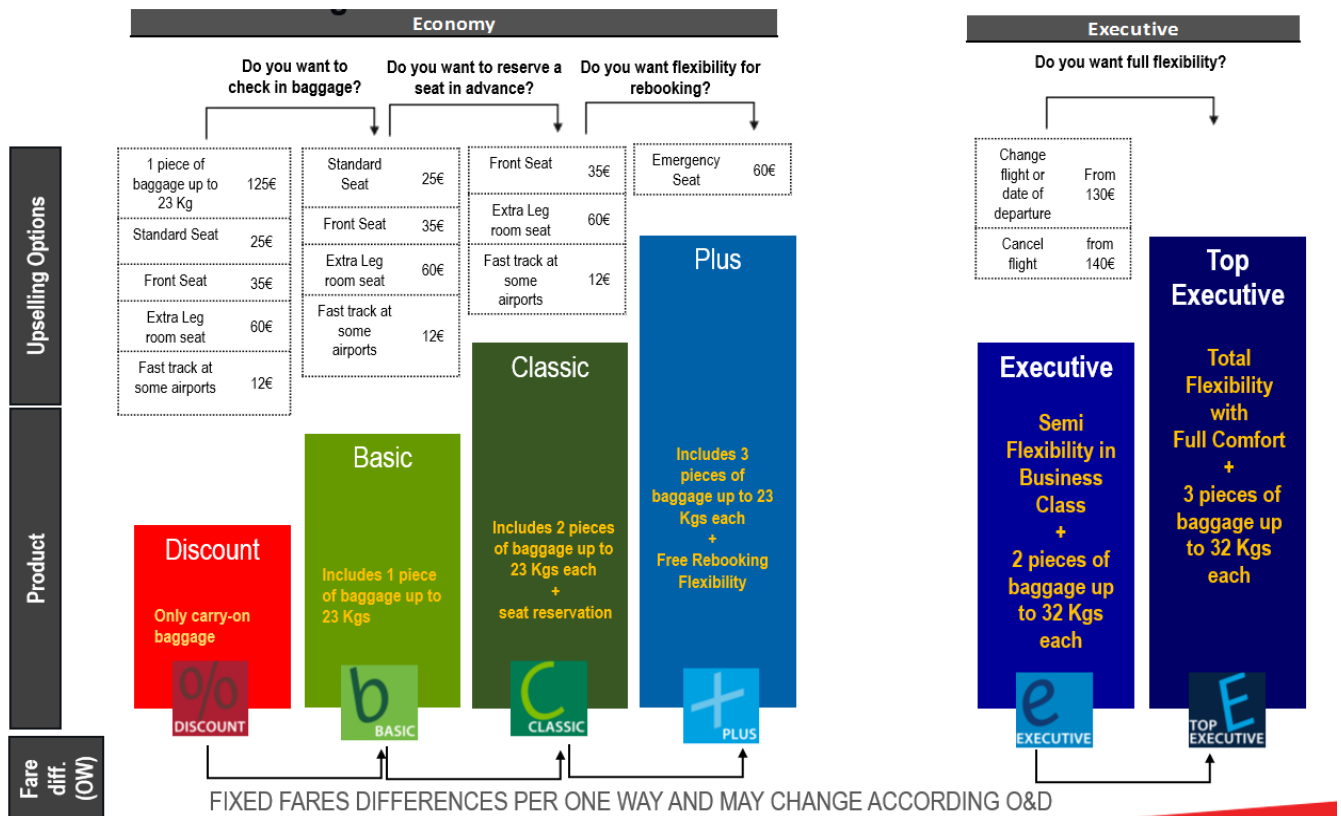
INTERCONTINENTAL BRANDED FARES

1.17. Where can these fares be booked?

These new fares can be booked through our TAP usual channels (Contact Center/Airport Ticket Office/City Ticket Office/www.flytap.com) and travel agencies.

1.18. Chart with upselling options

For a better understanding, the chart presents the different prices according to the routing.



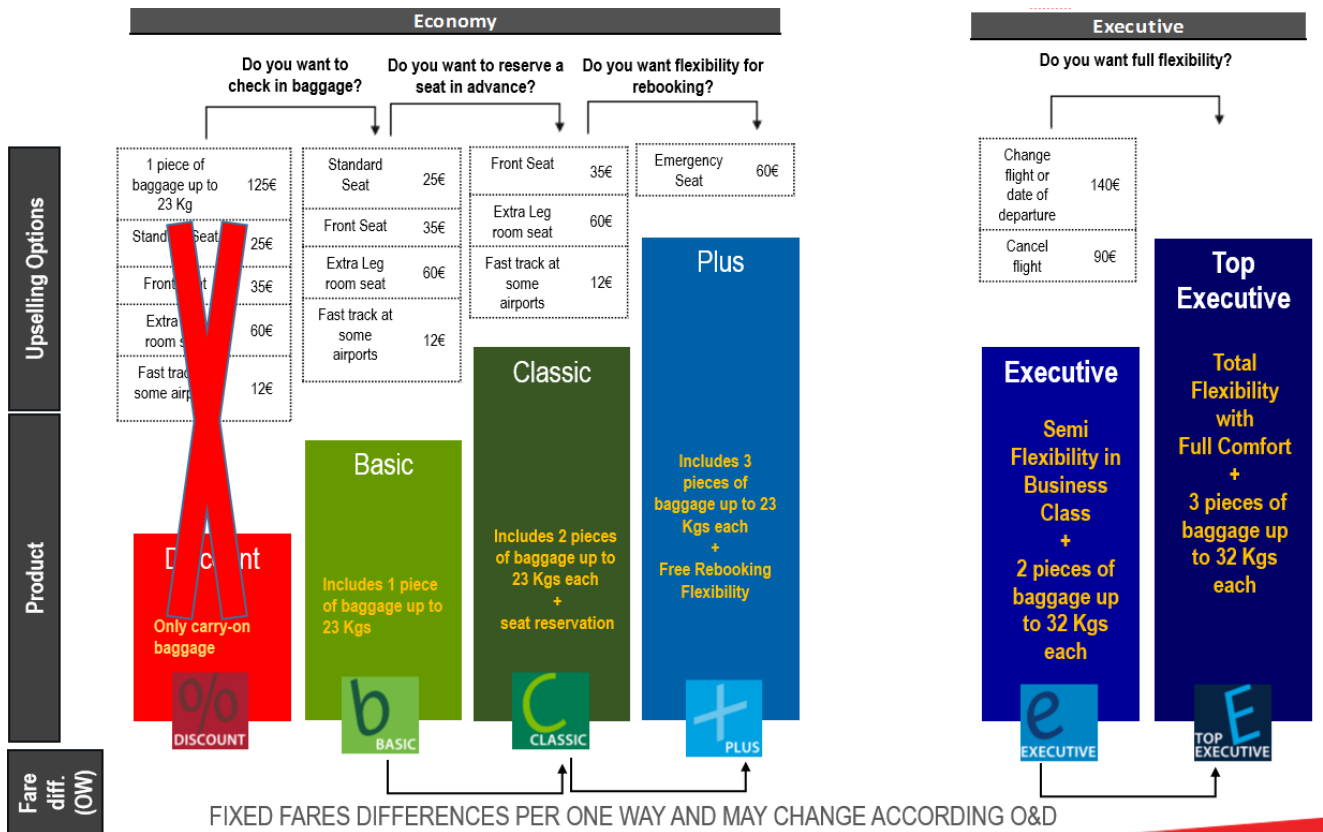
Notes: Fare difference is per one way and may change according O&D.

With exception of baggage charges, all other service amounts will be applied per flight. Seat reservation is not available on shuttle service (ponte aérea) LIS-OPO-LIS.

INTERCONTINENTAL BRANDED FARES

EXCEPTIONS:

- a) Due to Legal impositions regarding Venezuela General Air Transportation Conditions, for travel to/from Venezuela, DISCOUNT BRANDED FARE will not be available/applicable once it's not possible to sell tickets without hold baggage included.

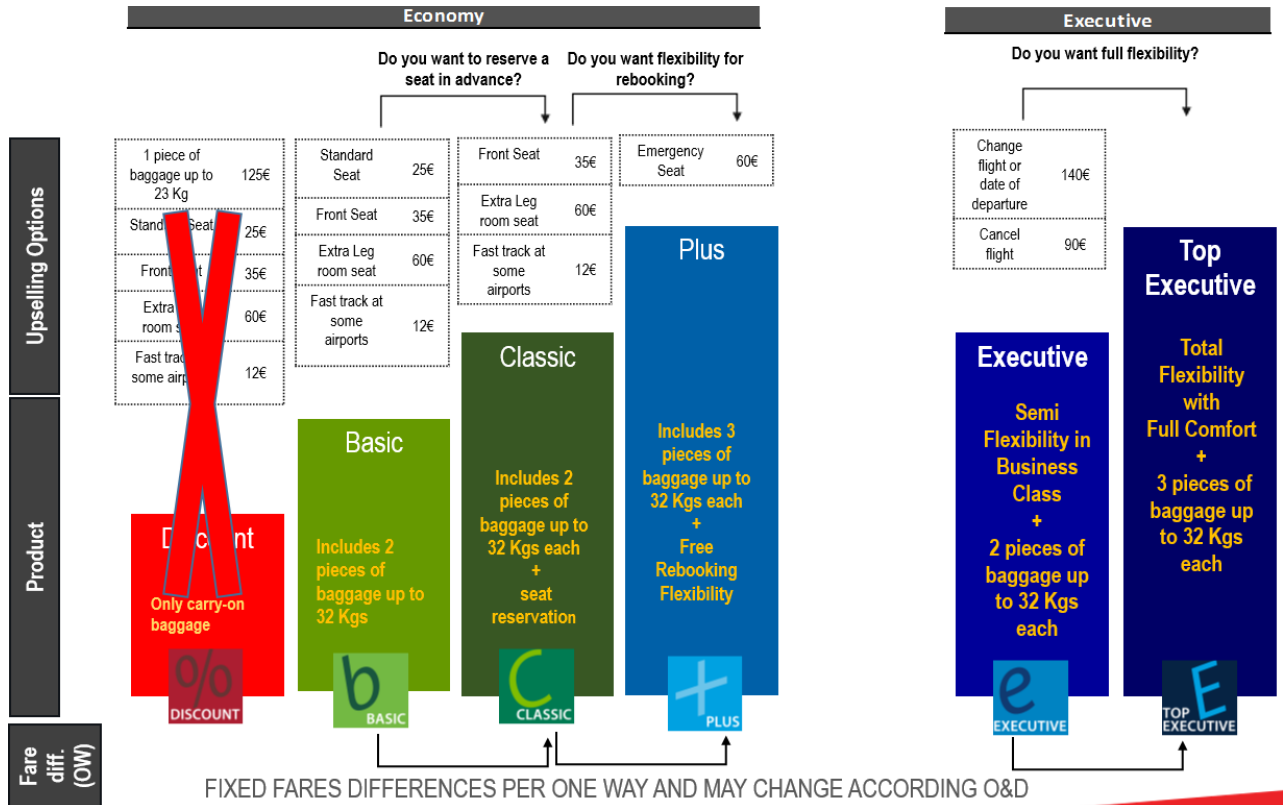


Notes: Fare difference is per one way and may change according O&D.

With exception of baggage charges, all other service amounts will be applied per flight. Seat reservation is not available on shuttle service (ponte aérea) LIS-OPO-LIS.

INTERCONTINENTAL BRANDED FARES

- b) Due to Legal impositions from ANAC in BRAZIL, for travels originated in Brazil, **DISCOUNT BRANDED FARE** will not be available/applicable once it's not possible to sell tickets without hold baggage included and due RESO 400, minimum free baggage allowance is 2PC 32kgs. For the same reason **BASIC BRANDED FARE** will offer 2PC 32kg. Here's the free baggage allowance included

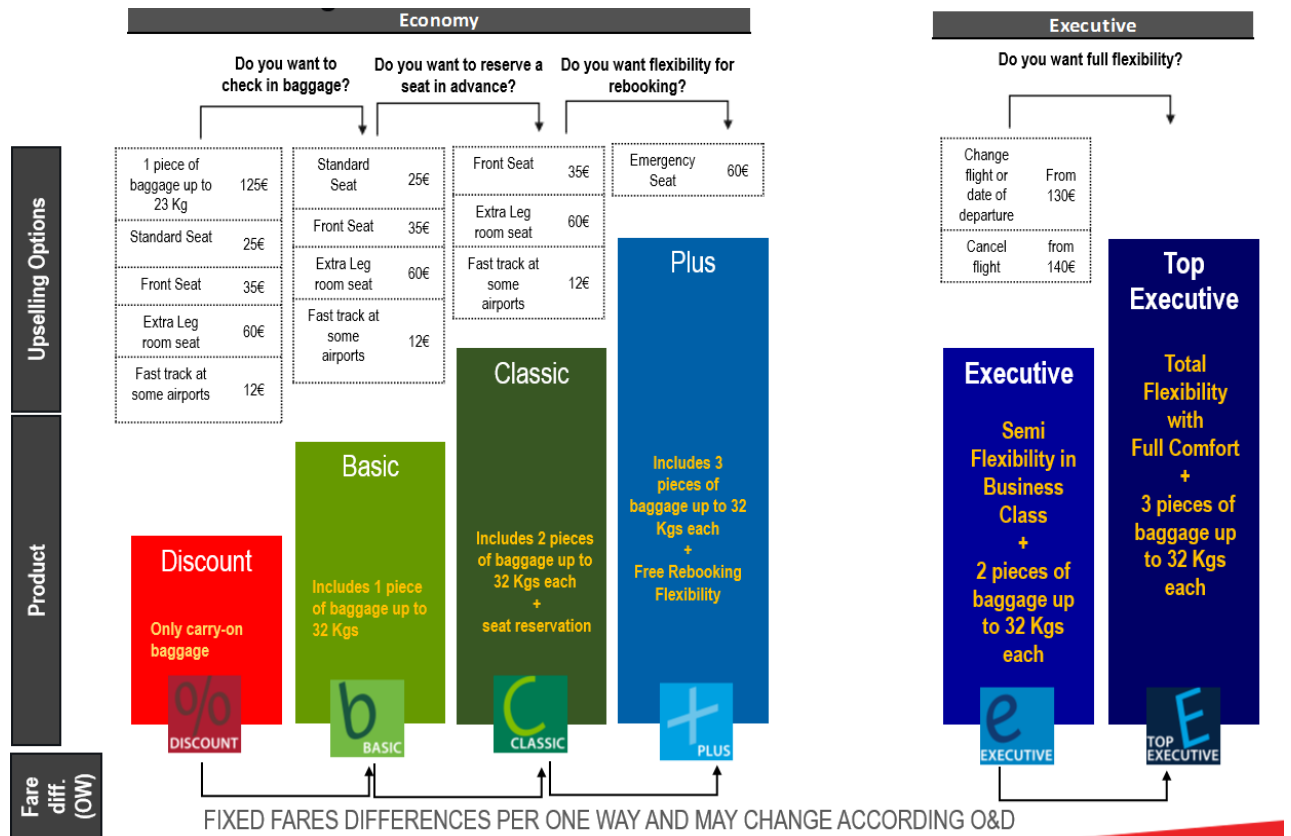


Notes: Fare difference is per one way and may change according O&D.

With exception of baggage charges, all other service amounts will be applied per flight. Seat reservation is not available on shuttle service (ponte aérea) LIS-OPO-LIS.

INTERCONTINENTAL BRANDED FARES

- c) **From Europe to Brazil** the weight of free baggage allowance will also be different once our airport staff is not able to differentiate the information of travels originated in Brazil from the ones originated in Europe (unless it's absolutely automatic). BASIC BRANDED FARE will only offer 1PC 32kg. Until a solution is found the free baggage allowance will be as follows:



Notes: Fare difference is per one way and may change according O&D.

With exception of baggage charges, all other service amounts will be applied per flight. Seat reservation is not available on shuttle service (ponte aérea) LIS-OPO-LIS.

2. BRANDED FARES CONDITIONS & RULES

2.1. What will happen to tickets issued before the introduction of the new Intercontinental Branded Fares (meaning for tickets issued before 04APR17/travel 01SEP17 onwards)?

Old brands and rules/conditions remain unchanged for:

- Partially used tickets;
- Totally unused ticket, if no voluntary changes are made on 1st flight coupon, since reissuance will be made considering historical fares.

If there is a voluntary change on a 1st flight coupon of a totally unused ticket, then current fares will have to be applied, therefore new fare structure applies.

2.2. Is it possible to change a totally unused ticket, issued before 04APR17, for any of these Branded Fares Structure?

Yes, as long as the new FARE is equal or higher, in case of an original restricted fare was issued.

Example: Original ticket issued 08JAN17 with old "Brand Basic":

```

TKT-0472160000000 RCI- 1A LOC-ZPTG4V
OD-LISLIS SI- FCPI-1 POI-LIS DOI-08JAN17 IOI-64492256
TEST/THIAGOMR ADT S I
1 OLIS TP 75 A 30MAR2330 OK ALPTBRTP O 2PC
2 OGIG TP 74 V 12APR1550 OK VLPTBRTP O 2PC
LIS
FARE F EUR 786.00
TOTALTAX EUR 408.70
TOTAL EUR 1194.70
/FC LIS TP RIO305.79TP LIS534.59NUC840.38END ROE0.935287
FE CHNG PENFARE RESTR APPLY
    
```

Passenger changes for travelling in OCT17 and a new reservation is made using lower RBDs (W+E), as it is a new CLASSIC branded fare and higher than the original, it means it's possible to be reissued.

```

AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
LIS
RIO TP 73 W W 23OCT 1200 W0BCLIPT 23OCT23OCT 2P
LIS TP 70 E E 07NOV 1810 E0BCLIPT 07NOV07NOV 2P







FCALC LIS TP RIO572.01TP LIS272.64NUC844.65END
ROE 0.935287
FARE EUR790.00
PAID TXS EUR330.00YQ EUR8.15PT EUR19.24YP EUR32.31BR EUR4.00OB
EUR15.00XP
NEW TXS EUR140.00DU » TO BE PAID
TOTAL EUR144.00A
    
```

2.3. Will all new Branded Fares allow changes?

With the exception of DISCOUNT FARE that does not allow changes, all the other Branded Fares do. Some of them with a specific fee. Please check always chapter 16/Penalties of the fare display.

2.4. Will the penalties for rebooking or refund change?

Below is a summary of the penalties. Please keep in mind that **this information does not exonerate the reading of chapter 16/Penalties of the fare display.**

	economy				executive	
	 DISCOUNT	 BASIC	 CLASSIC	 PLUS	 EXECUTIVE	 TOP EXECUTIVE
Rebooking	X	BEF DEP MH 140€ / 160USD BEF DEP LH 160€ / 200USD,CAD	BEF DEP MH 130€ / 150USD BEF DEP LH 140€ / 170USD,CAD	✓	BEF DEP MH 130€ / 150USD BEF DEP LH 140€ / 170USD,CAD	✓
Refund	X	MH 230€/250USD LH 250€/280USD,CAD	MH 160€/180USD LH 180€/200USD,CAD	MH 70€/90USD LH 90€/100USD,CAD	MH 140€/160USD LH 150€ / 180USD,CAD	✓

2.5. Are there any changes on rebooking procedures?

No, procedures will remain the same:

- charge applies per fare component;
- when more than one fare component is being changed the highest penalty of all changed fare components will apply;
- penalty will be charged as “DU” tax (with exception of Brazil that collects fee by EMD)

2.6. Are there any changes on refund procedures?

No, procedures will remain the same:

- when combining two different fares with two different cancellation fees, the highest fee applies;
- when combining a non-refundable fare with a refundable fare, the refundable component will be refunded (deducting any cancellation fee if applicable);
- YQ remains non-refundable for non-refundable fares

2.7. What will happen if the passenger has a ticket with a DISCOUNT fare and wants to upgrade in order to have a fare with more services included?

The ticket does not allow changes of dates/flight/routing (including upgrades to a higher RBD), but it's possible to purchase additional services separately. The passenger may also upgrade the ticket with miles or cash using our “TAP Upgrades”.

2.8. Are these Intercontinental Branded Fares combinable with each other?

Yes, all Intercontinental Branded Fares will permit round trip combinations. (Example: BASIC + EXECUTIVE).

2.9. And what about round trip combinations with Interline. Are they combinable?

Round trip combinations with Interline will not be permitted.

2.10. What Branded Fares will be possible to apply on code-share or with interline flights?

New Branded Fares that will allow routings with code-share or interline flights will be: BASIC, CLASSIC, PLUS, EXECUTIVE and TOP EXECUTIVE.

Please keep in mind that some services included in the BRAND may not be delivered on flights operated by other airlines.

2.11. Is it possible to change a ticket issued with the new Branded Fare Family, for example CLASSIC, for any higher Branded Fare?

Fares will only allow changes within same Branded Fare or upgraded to Business class. Passengers will have to pay the fare difference, plus the penalty fee. For a detailed information, please check chapter 16/Penalties of the fare display.

For example: Original ticket issued with Brand CLASSIC fare:

	AL	FLGT	BK	T	DATE	TIME	FARE	BASIS		NVB	NVA	BG
LIS												
RIO	TP		73	V	V	20SEP	1200	V0B	CLIP		20SEP	20SEP 2P
LIS	TP		74	V	V	28SEP	1550	V0B	CLIP		28SEP	28SEP 2P
EUR	1270.00					20SEP17LIS	TP	RIO678.93TP	LIS678.93NUC			
						1357.86END	ROE0.935287					
EUR	330.00YQ					XT	EUR 19.24YP	EUR 33.76BR				
EUR	8.15PT											
EUR	53.00XT											
EUR	1661.15											

Any rebooking on this ticket must be keeping same Brand CLASSIC fare (same RBD or higher) or it can be upgraded for EXECUTIVE or TOP EXECUTIVE branded fares.

2.12. What will be the difference between EXECUTIVE and TOP EXECUTIVE?

Both branded fares have the same and already known included business class services, but EXECUTIVE is the lowest fare of Business Class and has penalties for changing or cancelling the ticket and less mileage accrual. The TOP EXECUTIVE is the best choice to earn more miles and has total flexibility to change or cancel the ticket.

2.13. Will Amadeus Ticket Changer (ATC) be able to recognize old and new brands in order to be possible an automatic reissuance?

Yes, ATC will be working and can be used as usual once the system reads and applies the fare conditions filled before or after this new Intercontinental Branded Fares concept introduction.

2.14. DISCOUNT Branded Fares do not have included free baggage allowance, it's restricted only to hand luggage. What will happen if the passenger brings extra baggage?

The passenger will be able to purchase extra baggage at a specific rate.

For DISCOUNT fare must be used the following entry:

SR FBAG-1PC UP TO 23KGS 70X50X38

Up to 36h (24h to/from USA) before departure – **125€ (\$140/180CAD)**

Within 36h (24h to/from USA) before departure – **150€ (\$170/220CAD)**

2.15. And what will be the SR and price applicable for BASIC Branded Fares that already includes 1PC as free baggage allowance?

The correct code to be used for a 2nd bag, either for DISCOUNT or BASIC branded fares, is:

SR SBAG-1PC UP TO 23KGS 70X50X38

Up to 36h (24h to/from USA) before departure – **125€ (\$140/180CAD)**

Within 36h (24h to/from USA) before departure – **150€ (\$170/220CAD)**

2.16. And what about all the other brands?

The correct code to be used for a 3rd, 4th or more bags either for all Economy or for all Business Branded Fares, is:

SR XBAG-1PC UP TO 23KGS 70X50X38

Up to 36h (24h to/from USA) before departure – **125€ (\$140/180CAD)**

Within 36h (24h to/from USA) before departure – **150€ (\$170/220CAD)**







2.17. If a passenger buys a ticket in a BRAND that includes specific services and does not use 1 or more of these services, will he/she be entitled to a refund?

No, no refunds will be made for unused services in a fare.

3. ANCILLARY SERVICES - BAGGAGE

3.1. Are there any changes on free baggage allowance?







DISCOUNT Branded fares only allow hand luggage and all other branded fares will have the following baggage allowance included:

	economy				executive	
						
Hold Baggage allowance	X	✓ 1PC23 Kg	✓ 2PC23 Kg	✓ 3PC23 Kg	✓ 2PC32 Kg	✓ 3PC32 Kg

Note: Please do not forget the exceptions to/from Venezuela and to/from Brazil.

3.2. What will be the cost for the extra baggage of each brand?

There are different prices to purchase extra baggage before check-in opens (up to 36h or 24h to/from USA) and during check-in time (within 36h or 24h to/from USA). This is applicable per one way and per piece up to 23kgs and 158cm:

	economy				executive	
						
Extra Baggage charges	- Online: 125€ - ATO: 150€ - Gate: 175 €	- Online: 125€ - ATO: 150€ - Gate: 175 €	- Online: 125€ - ATO: 150€ - Gate: 175 €	- Online: 125€ - ATO: 150€ - Gate: 175 €	- Online: 125€ - ATO: 150€ - Gate: 175 €	- Online: 125€ - ATO: 150€ - Gate: 175 €

Note: Africa Medium Haul (SID/RAI/VXE/BVC/DKR/TMS/ABJ/ACC/OXB/LFW) amounts will be:
Online: 200€ / ATO: 225€ / GATE: 250€:

3.3. Where is it possible to purchase extra baggage?

Extra baggage can be bought through our TAP channels (Contact Center/Airport Ticket Office/City Ticket Office/ www.flytap.com) and travel agencies.

On our web page, extra baggage purchase is limited to 1 piece per person only. However, for all other channels, there will be no restrictions for the number of pieces (limited to availability).

3.4. What will happen if the extra baggage is bigger or heavier than the limits considered above?

In that case bags have to be checked and paid for at the airport. The applicable prices will be the standard ones informed in our "Free Baggage Allowance & Service Fees" document.







3.5. If the passenger buys extra baggage and decides not to transport it, will the EMD be refundable?

No. Extra baggage fee is non-refundable, however this ancillary service is changeable for another date/flight.

4. SEAT RESERVATION

4.1. How much is the cost for a pre-booking seat? Is there any Branded Fare Family that includes free seat reservation?

Below are the applicable amounts per flight, for each brand and the information of which branded fares have free seat reservation included.

	economy				executive	
	 DISCOUNT	 BASIC	 CLASSIC	 PLUS	 EXECUTIVE	 TOP EXECUTIVE
Seat Reservation ⁽¹⁾						
Standard Seats	€25/\$30/CAD40	€25/\$30/CAD40	✓	✓	✓	✓
Preferred Zone ^(1a)	€35/\$40/CAD50	€35/\$40/CAD50	€35/\$40/CAD50	✓	-	-
Extra Legroom ^(1b)	€60/\$65/CAD85	€60/\$65/CAD85	€60/\$65/CAD85	✓	-	-
Emergency Row	€60/\$65/CAD85	€60/\$65/CAD85	€60/\$65/CAD85	€60/\$65/CAD85	-	-

(1) - Charges apply per flight segment

(1a) - Preferred zone (front rows except BOS/JFK flights)

(1b) - Economy Plus (retrofitted aircrafts) and BOS/JFK flights

4.2. Are there any exemptions for those seat reservation charges?

Yes, there are exemptions for the following passengers:

- Gold Victoria Card (travelling in any Branded Fare)
- Silver Victoria Card (exemption only valid for Standard Seat or Preferred Zone reservation travelling in any Branded Fare)
- TAP Amex Platinum Card (travelling in any Branded Fare)
- Tap Corporate Top Card (exemption only valid for Standard Seat or Preferred Zone reservation travelling in any Branded Fare)

4.3. How will the system recognize if the pre-booked seat is free or chargeable?

The system will only recognize prices according to fare basis. So for the system to be able to read the fare basis, it's necessary to create a TST and/or issue a ticket first and then request the seat.

If no TST and/or ticket is issued, all seats request (SR) will appear as chargeable. This is because there is no SK element in the PNR, which allows the system to identify the brand. Therefore we can have 2 situations:

- Ticket already issued – Seats can be requested and are correctly displayed as chargeable or non-chargeable according to filled rules in ATPCO;

- Ticket not yet issued – Seats can be requested, but system is unable to identify brand, therefore always displayed as chargeable;
We either insert the SK element manually (not advisable) or tickets are issued and SK element is generated automatically. In case of free seats, the system will withdraw the chargeability and cancels the OPW/OPC (time limit for issuance of EMD).
This is meant to be automatically as soon as the TKNE or FHE is received.

4.4. Will the procedures for booking seats change?

No, the procedures will remain the same. So after pricing quotation or ticket issuance, just display the seat map of the segment related (SM...) and then choose seat with passenger and segment related (ST/.../P../S...). If seat is chargeable SSR will have a slash "/" behind. If it's a free seat SSR will have a hashtag "#" behind or no kind of signal.

4.5. If a passenger has a PLUS Branded Fare ticket and booked a front row seat (that's included in the fare) and for any involuntary reason is reallocated on a standard seat, will passenger receive any compensation?

No, there will be no compensation. To avoid these situations we will do our best to keep passengers in a seat with same characteristics.

4.6. If a passenger purchases a DISCOUNT Branded Fare and also a front row seat, once the DISCOUNT fare does not allow changes what will happened to the EMD of the front row seat?

Ticket is non-changeable, however EMD's for seats are changeable (free of charge) and in this case passenger can use it on another date/flight as long as same seat characteristics is available.

4.7. Will it be possible to pre-book seats on code-share flights?

No, it's only possible to pre-book on TP/NI/WI operated flights.

4.8. What will happen if a passenger already bought a seat reservation and then changes the ticket for a flight operated by another airline?

As there is no Interline EMD agreement, it's not possible to change ancillary services for a code-share flight, so passenger should try to maintain TP flight or keep EMD to use later on another date.

4.9. Is it possible to refund the EMD?

No, once ancillary services are non-refundable.

4.10. Is it possible to book and purchase seats on all GDS?

It's possible to sell in Amadeus and Galileo. Ticket should be issued first so the system can recognize the Branded Fare.

5. FAST TRACK

5.1. Which Branded Fares will have FAST track included?

Business class will keep FAST track or Greenway included as well as PLUS Branded Fare. Please check www.flytap.com in order to verify which airports have this service available.

5.2. Once it's not included, will it be possible to purchase FAST track access for all the other Branded Fares?

Yes. It's possible to purchase FAST track for all other Economy Branded Fares with a cost of EUR12.00 (USD17/CAD22) and valid for the following airports:

BCN / CPH / FAO / FCO / FNC / LIS / MAD / OPO / ORY

5.3. If a passenger has a ticket issued in CLASSIC fare and purchases a FAST track access, but then decides to upgrade to business class, will the FAST track EMD be refunded?

No, once ancillary services are non-refundable. But keep in mind that, maintaining same service, EMD is chargeable to another date / airport.

5.4. Which passengers will have free access to Greenway/FAST?

	Tiers	X-Ray priority (Greenway)*
TAP Cards	Victoria Gold	●
	STEP Up	●
	Victoria Silver	●
	STEP More	●
	Tap Corporate Top	●
Co- Branded Cards**	TAP AMEX Platinum	●
	TAP VISA GOLD E AMEX GOLD	●
	HSBC Co-Branded Cartão Brasil	●
	Caixa Totta TAP Gold	●

Decoding	
●	Allow
●	Allow with except tap DISCOUNT
●	Not allow

* Please check airports list at [www.flytap.com/information & services](http://www.flytap.com/information&services)

**Some of these cards (at PT airports only)

6. LOUNGE

6.1. Does Business Branded Fares (Executive and Top Executive) keep free Lounge access?

Yes, access will be free for both Business Branded Fares. List of exclusive lounges can be consulted at www.flytap.com.

6.2. Will it be possible to purchase access to the lounge with Economy Branded Fares?




Yes, there will be no differentiation and all Economy Branded Fares will allow to purchase access to the lounge. Procedures will remain the same and below is an update list of airports where it is possible to purchase lounge access:

Service Type	Service Code	Amount	Detailed Description	Applicable Airports*
SSR	LOUG	15 EUR	LOUNGE ACCESS	LIS
SSR	LOUG	25 EUR	LOUNGE ACCESS	ALG/BUD/CPH/DKR/FNC/OPO/PDL/TER/TNG
SSR	LOUG	35 EUR	LOUNGE ACCESS	AGP/AMS/ARN/BCN/BLQ/BOD/CMN/FAO/FCO /GVA/LGW/LUX/MAD/MAN/MPM /MRS/MXP/NCE/ORY/PRG/RAK/REC/TLS/VCE/VLC
SSR	LOUG	50 EUR	LOUNGE ACCESS	ACC/DME/GIG/LHR/MIA/OXB

6.3. Besides the Business class tickets, who also has free access to the lounges?

Within Portugal, only the passenger with Victoria Gold card will have free access to the lounges. Lounges of other airports will be access free for:

	Tiers	Lounge Access*
TAP Cards	Victoria Gold	
	STEP Up	
	Victoria Silver***	
	STEP More***	
	Tap Corporate Top	
Co- Branded Cards**	TAP AMEX Platinum	
	TAP VISA GOLD E AMEX GOLD	
	HSBC Co-Branded Cartão Brasil	
	Caixa Totta TAP Gold	

Decoding	
	Allow
	Allow with except tap DISCOUNT
	Not allow

* Please check airports list at www.flytap.com/information & services

**Some of these cards (at PT airports only)

*** Victoria Silver/STEP More have free lounge only for Intercontinental Flights

7. CORPORATE FARES

7.1. Will Corporate Fares be changed with these new Branded Fares?

New Branded Fares with corresponding conditions and services will also be available but discounts will be given to CLASSIC, PLUS and TOP EXECUTIVE Branded Fares.

Depending on routings and agreements, discounts may also be applied to some RBD's of lower Branded Fares.

8. OTHER UNPUBLISHED FARES

8.1. Will the new fare concept be applicable to unpublished fares like Seaman, Offshore, Missionary and Student fares?

The new fare concept will be also implemented on these unpublished fares.

When business class if offered product EXECUTIVE will be applied.

8.2. What about Tour Operators? Will these Branded Fares be available?

Tour operators will be based on BASIC or CLASSIC Branded fares with the corresponding conditions and services of each Brand.

9. GROUP BOOKINGS

9.1. Can groups book the same Branded Fares as an individual customer?

For group reservations, BASIC Branded Fares and corresponding conditions and services will apply by default (with the exception of standard seat reservation that will be included).

9.2. Will these reservations also be marked with an "SK... "?

If it is an automatic reservation created on flygroups, yes it will be marked with SK element. If it's a manual reservation, SK element will have to be manually added (to each passenger and each segment) by a TAP office and according table indicated below.

TICKETS ISSUANCE					
CONTINENTAL			INTERCONTINENTAL		
RBD	until 03APR17	from 04APR17	untill 03APR17	until 31AUG17	from 01SEP17
G	SK BCLC	SK BBSC	SK BRAND BASIC + SK LBSC		SK BBSI

9.3. Will a group be able to purchase additional baggage or seat reservation?

Yes, they can purchase additional baggage or seat reservation as any other individual passenger, but not through our web page www.flytap.com. They will be able to buy through Contact Center/Airport Ticket Office/City Ticket Office and travel agencies.