

APPROVED
by General Director
ISCA "Air Moldova"

" " In SCORPAN
2017



INVOLUNTARY PROCEDURES INSTRUCTION FOR 9U AGENTS

(valid from 18 SEP 17 until further notice)

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As soon as information about schedule change or cancellation of flight has been received, please follow the involuntary procedures described below.

1. Passenger Notification

Agency will notify the passenger when the information of schedule change/cancellation has been sent more than 24 hours before departure, considering agency's working program. An informative note (OSI) has to be added to the PNR.

OSI: 9U PAX INFD 15JUL1200 REG NEW DEP 9U863/12AUG1800
OSI: 9U PAX INFD 15JUL1200 REG NEW FLT NBR 9U1863/12AUG1800
OSI: 9U PAX INFD 15JUL1200 REG XLD FLT 9U863/12AUG1800

2. Involuntary Refund Procedure

- 2.1 Applied in cases of 9U flight cancelations, delays (including schedule changes) and overbooking;
- 2.2 Full refund of unused or partially used tickets will be provided to passengers holding confirmed and valid tickets only;
- 2.3 Refund to be processed by the original issuing office in the original form of payment;
- 2.4 In case of overbooking the ticket may be refunded on the basis of Air Moldova Revenue Accounting written confirmation only.
- 2.5 For fully unused tickets please proceed with full involuntary refund;
- 2.6 For partially used tickets please proceed with involuntary refund of the unused flight coupons;

For ex.:

- | | |
|--|----------|
| 1. KK 011 N TU27APR AYTIST 0930 1035 757 | - flown |
| 2. 9U 746 V TU27APR ISTKIV 1500 1610 320 | - flown |
| 3. 9U 745 V FR30APR KIVIST 1240 1350 320 | - unused |
| 4. KK 018 N FR30APR ISTAYT 1900 2005 757 | - unused |

The unused fare (half-round trip in this case) and unused taxes should be refunded.

- 2.7 Involuntary refund of partially used ticket issued according SPA 9U/YY or 9U through fare to be calculated via 9U Tariffs divisions;

For ex.:

- | | |
|--------------------------------------|----------|
| 1. KK 011 N TU27APR AYTIST 0930 1035 | - flown |
| 2. 9U 746 V TU27APR ISTKIV 1500 1610 | - unused |

SPA 9U/KK fare VNKKOW was applied. Unused part of the fare and taxes should be refunded.

- 2.8 If a passenger was ticketed separately by the same issuing office and both tickets were issued on 9U 572 stock on the same date of issuance, involuntary refund of unused segments from both tickets is permitted, provided both tickets are refunded the same day;
- 2.9 The ticket, which has been already involuntary reissued, may be refunded **without any additional fee the same day only. The same day means the day of ticket's involuntary reissue;**
- 2.10 In case of No Show at the previously involuntary reissued tickets the next following refund is allowed in accordance with the fare rules only.

3. Involuntary Rebooking/Rerouting Procedure

- 3.1 Applied in cases of 9U flight cancelations, delays (including schedule changes) and overbooking;
- 3.2 To be made in case of 9U flights irregularities only. Following involuntary reissue procedure, preference to be given to flights operated by 9U;
- 3.3 Rebooking/rerouting on 9U flights to be made in the same booking class as per original ticket. In case the same booking class is not available the lowest available booking class within the same cabin class to be applied (except booking class "P" used in promotional fares). Please note that in such case free baggage allowance according to new booked classes will be applied;
- 3.4 Outbound/inbound segment (if applicable) to be involuntary rebooked/rerouted for another date **within one week** from the originally ticketed travel date in case of cancellation/delay/schedule change/overbooking;
- 3.5 Rebooking of return flight segment is permitted for another date **within two days** in case of delay/schedule change **up to two hours of the outbound flight**. Valid for direct 9U flights only;
- 3.6 Rebooking of return flight segment is permitted for another date **within one week** in case of delay/schedule change **more than two hours of the outbound flight**. Valid for direct 9U flights only;
- 3.7 If a passenger was ticketed separately by the same issuing office and both tickets were issued on 9U 572 stock on the same date of issuance:

Free involuntary rerouting/rebooking of both tickets is permitted provided that the original points of origin and final destination of the original routing remain the same. Involuntary rebooking/rerouting of both tickets is permitted in same cabin class only. Rebooking of return flight in case of separately issued tickets to be made in accordance with p. 3.5 and 3.6;
- 3.8 All subsequent changes of once involuntary changed ticket are permitted against fee according rules of the applicable fare;
- 3.9 The ticket, which has been already involuntary reissued, may be exchanged for the second time **without any additional fee the same day only**. The same day means the day of ticket's involuntary reissue.

In case of No Show at the previously accepted by the passenger flight the next following reissue is allowed in accordance with the fare rules only;
- 3.10 In case of Through/SPA fare tickets and delays/schedule changes which cause the misconnection on outbound flight, rebooking of return flight segment is permitted for another date **within one week**. Rebooking for SPA return flight segment is permitted in the same booking classes only;
- 3.11 Rerouting on OAL flights to be made within the same cabin class.

Please note, that rerouting on SU/S7 flights is permitted with 9U Help Desk written authorization only!!!
- 3.12 Involuntary transfer of passengers from 9U to YY is not permitted for AD/ID/CG/FFP and Award tickets;
- 3.13 Rerouting is allowed only if points of origin and destination remain the same;

- 3.14 If 9U/OAL flights are issued in one ticket, the ticket to be involuntary changed to the final destination. Please note that in such case free baggage allowance according to the initial ticket will be applied;
- 3.15 Passenger should hold all necessary documents and valid visas for travel according new routing;
- 3.16 Involuntary changes to code share partners' tickets (in cases when 9U is operating carrier) are permitted only in cases when flight cancellation/delay/schedule change happened less than 24 hours before departure;
- 3.17 Involuntary changes to tickets issued on other stocks than 572 are permitted only if there is an interline agreement between 9U and OAL/validating carrier.
- 3.18 Ticketing agents are obliged to insert the information about involuntary changes into PNR under OSI (Other Service Information) or SSR (Special Service Request) as well as into "endorsement" box on the passenger's ticket:

"INVOL REISSUE DUE TO FLT XLD/DLD/SCHDL CHNG 9U111/01APR10" for reissue
"INVOL REROUTE DUE FLT XLD/DLD/SCHDL CHNG 9U111/01APR10" for rerouting

EXCEPTION:

In case of flight cancellation, delay, schedule change or overbooking the segment/s, any other than XLD/DLD segment/s within the same ticket, may be retained upon passenger's request. In such a way, the failure to comply the sequential use of flight segments is permitted. The reservation has to contain a remark specifying that the requested segment/s has to be retained due to XLD/DLD segment (*ex: RMK: PLS KEEP SEG 3 DUE TO 9U891 XLD*). This applies only for 9U point-to-point/through fares on flights operated by 9U.

Help Desk is entitled to authorize all exceptional cases.

In case of additional authorization necessity please **contact 9U Help Desk:**

Tel: + 373 22 57 65 45; e-mail: helpdesk@airmoldova.md

In case of partially used SPA/Through fare tickets refund calculations please **contact Tariffs Division:**

E-mail: tariffs@airmoldova.md

ABBREVIATIONS:

OAL – other airline
OSI – Other Service Information
SSR – Special Service Requirement
XLD – cancelled flight
SCHDL CHNG – schedule changes
DLD – delayed flight

Deputy Director

Commercial Director

Head of Tariffs

Head of Revenue Accounting Has Been Notified

 V. SULA

 V. NANU

 V. BOTAN

 M. Sapojkov