

GENERAL RULE GR18/RU V1.0

Rules	Buz 1	Buz 2	Eco 1	Eco 2	Eco 3
00. Application	J-/C-	D-/I-	Y-/B-/M-/S-	H-/K-/L-/Q-/N-/R-	T-/A-/G-/E-/P-
This version cancels and replaces GR17/RU in the period of time mentioned above.					
These general rules apply to:					
<ul style="list-style-type: none"> - 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.					
Unless otherwise specified, one-way fares cannot be doubled to form round-trip fares.					
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	Not applicable.				
04. Flight application	See Appendix 2				
05. Reservation and ticketing	All sectors must be confirmed before issuing ticket, <i>except for J-/C-/Y-</i> .				
For -PX fares	Ticketing must be completed within 72 hours after reservations are made.				
For -AP fares	-AP1 /-AP3 /-AP5 or -OP1/-OP3/-OP5: Ticketing must be completed at least 07/21/45 days before departure				
06. Minimum stay	N/A		01 day		01 day
07. Maximum stay	1 year		1 year		1 year
08. Stopovers	Permitted with fee of <u>EUR10</u> each stop.				



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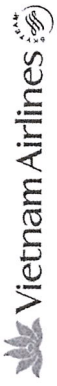
Rules	Buz 1	Buz 2	Eco 1	Eco 2	Eco 3
		J-/C-	D-/I-	Y-/ B-/M-/S-	H-/ (K-) /L-/Q-/ N-/R-
09. Transfers	As specified in routing details.				
10. Constructions and combinations					
Added Amounts/sectors					
Half-RT combination (use RT fares only, not VV fares)	Permitted (See Instructions for details)				
	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	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	Refer to Fare contract/Adhoc fare.				
	For VN published fares	Worldwide			Country of commencement of travel (COC)



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		J-/C-	D-/I-	Y-/B-/M-/S-	H-/K-/L-/Q-/N-/R-	T-/A-/G-/E-/P-
Ticket stock/plate	For VN market fares	VN(738)				
	For VN published fares	No restriction	VN (738)	No restriction	VN(738)	VN(738)
Extension		N/A				
16. Penalties						
Cancellation/Refund	Before ticketed flight date	Permitted without fee	Permitted with fee A	Permitted without fee	Permitted with fee A	Permitted with fee B
	On/after ticketed flight date	Permitted without fee	Permitted with fee A	Permitted without fee	Permitted With fee B	Permitted with fee B
Change	Before ticketed flight date	Permitted without fee	Permitted with fee A	Permitted without fee	Permitted With fee B	Permitted with fee B
	On/after ticketed flight date	Permitted without fee	Permitted with fee A	Except: Y- Permitted without fee.	Permitted With fee B	Permitted with fee B
Note		Fee A: EUR75.				
		Fee B: EUR150.				
17. HIP/Mileage		Name changed due to typing mistake 15EUR fee plus 5EUR service charge. Reissue in VNMOW office only				
18. Ticket Endorsement		VN guarantee auto-priced tickets issued automatically without manual input.				
FARE BASIS box		Follow details below for manual ticketing. OAL and VN must be in the same fare component.				
FARE & FARE CALC box		Show specified fare basis in applicable fare contracts				
TOUR CODE box		Show respective VN fares in fare contract used; or				
ENDORSEMENTS/RESTRICTIONS box		Show "IT" in FARE box; Show routing, carriers, IATA rate of exchange, "IT" in FARE CALCULATION box				
		Show fare contract applied.				
		NON-END/RESTRICTIONS MAY APPLY.				



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19. Children/Infant discount					
Accompanied children 2- under 12 years	Labour: Not Applicable.				
Accompanied infant under 2 years without seat	Other pax types: Charge 75% of adult fare. Labour: Not Applicable. Other pax types: Charge 10% of adult fare.				
23. Miscellaneous Provisions Taxes/Fees/Charges	TFCs are excluded from fares. Issuing office is to collect all applicable TFC and remit them to VN.				
Baggage allowance	<ul style="list-style-type: none"> - As quoted from GDS/CRS automatically. - Exceptions: For itineraries totally on VN flights operated by VN: <ul style="list-style-type: none"> + Ethnic passenger: 45KG + Labour passenger: 40KG + Seaman passenger: <ul style="list-style-type: none"> ➢ Itineraries from South East Asia: 30KG, except sector SGN-MNL v.v: 40KG. ➢ Other itineraries: 40KG. 				
26. Groups Minimum group size	02 children counted as 01 adult. Infants not counted. -G2/4/10: 02/04/10-adults or equal.				
Travel together	All passengers of group must travel together in the whole itinerary.				
Free of charge ticket (FOC ticket) for group	Not applicable.				
27. Tours	Refer to fare contract/adhoc fares.				
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	All	Vietnam domestic sectors	J	B
From RU to LA/KH/MM	E-	VN-LA/KH/MM, LA-KH	N/A	T
	Others		J	B
From RU to AU	R-/T-/A-/E-/G-/P-	VN-AU	N/A	N
	Others		Booking class of main routing applied	
From RU to KR/JP	N-/R-/T-/A-/E-/G-/P-	VN – KR/JP	N/A	Q
	Others		Booking class of main routing applied	
From RU to CN/HK/TW	Q-/N-/R-/T-/A-/E-/G-/P-	VN-CN/HK/TW	N/A	L
	Others		Booking class of main routing applied	
From RU to other Asia	T-/E-/G-/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	
BA	Business class	J-/C-/D- /I-	LED-LON	D	Not applicable	From BA510 to BA538; From BA1500 to BA9999;
	Economy class	W-/Z-/U-/Y-/B-/M-/S-/K- /L-/Q-/N-/R-/ T-/A-		N, V	G	
		E-/G-/P-		N	G	
K6	Economy class	All	All	W	W	
KE	Economy class	All	VVO-SEL	T/Q	T/Q	From KE5000 to KE7999
	Business class			D	D	
S7	Economy class	All	MOW-AAQ/AER/ASF/CEK/ IEV/KJA/KRR/KUF/KZN/ LED/MRV/ODS/OVB/PEE/ ROV/SVX/TOF/UF/AVOG	O/S/T	O/S/T	From S7 4000 to S7 4999
	Business class		Other sectors	D	D	
	Economy class	All		O/S	O/S	
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		
			SGNMNL			
VN	Business class	D-/I-				From VN3000 to VN4999
	Economy class	U-/Q-/N-/R-/T-/A-/E-/G- /P-				
	Business class	Other				
	Economy class					
	All	All	Other			From VN3250 to VN3270; From VN3300 to VN3599; From VN4000 to VN4999.



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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	
<p><u>CONSTRUCTION WITH ADDED AMOUNT SECTORS</u></p> <p>1. Construction of main routing fare with added amount/sector permitted:</p> <ul style="list-style-type: none"> - In the same class of service; or - In different classes of service ONLY WHEN: <ul style="list-style-type: none"> • Whole routing is on VN; and/or • Added sectors are Vietnam domestic sectors <p>2. Eligible main routing for construction with added amount/sector:</p> <ul style="list-style-type: none"> - Routings to Vietnam/via Vietnam as specified in fare contract(s)/ and/or - Combination of half roundtrip fares in fare contract(s) <p>3. Added sector construction point(s) must be:</p> <ul style="list-style-type: none"> - Origin/Destination of the main routing/ and/or - HAN/SGN/DAD as a stopover in the main routing. <p>4. Added amount(s)/sector(s) can be added once or multiple times.</p> <p>5. Ticketing details:</p> <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> • VN Economy added sector: show "Y" in Fare basis. • VN Premium Economy added sector: show "V" in Fare basis. • VN Business added sector: show "C" in Fare basis. 	<p><u>MULTIPLE PENALTY FEE</u></p> <p>In case of multiple penalty fees/ the highest fee of all changed fare components applies.</p> <p><u>CHILDREN/INFANT DISCOUNTS</u></p> <p>Children/Infant discounts apply to:</p> <ul style="list-style-type: none"> • Penalty fees • Stopover charges • Added amounts
<p><u>HOW TO SHOW VN FARES IN FARE CONTRACT USED</u></p>	

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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:			
Step 1	Fare in fare contract used	Itinerary MOW VN HAN	Itinerary MOW VN HAN VN DAD
	Fare component	YHOXRUF MOWHAN EUR660	YHOXRUF MOWHAN EUR660 & Added amount HANDAD EUR40
	OW amount or 1/2 RT amount	MOWHAN	MOWDAD
Step 2	Conversion	EUR660	EUR700=EUR660 + EUR40
	Fare basis	EUR660 = NUC858.00	EUR700=NUC910.00
Step 3	Fare calculation	YHOXRUF	YHOXRUF
		MOW VN HAN 858.00 NUC858. 00END ROE0.769230	MOW VN X/HAN VN DAD 910.00 NUC 910.00 END ROE0.769230
		Itinerary LED S7 MOW VN SGN roundtrip	Itinerary LED S7 MOW VN SGN roundtrip
		BH1YRUF	BH1YRUF LEDSGN RT EUR1060
		LEDSGN and SGNLED	LEDSGN and SGNLED
		EUR1060 x 1/2 = EUR530	EUR1060 x 1/2 = EUR530
		EUR530=NUC689.00	EUR530=NUC689.00
		BH1YRUF	BH1YRUF
		LED S7MOW VN SGN 689.00 VN MOW S7LED 689.00 NUC1378.00END ROE0.769230	LED S7MOW VN SGN 689.00 VN MOW S7LED 689.00 NUC1378.00END ROE0.769230



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HOW TO QUOTE VN FARES

1. FARE DISPLAY	SABRE	AMADEUS	GALILEO
Fare display	FQMOWHAN	FQMOWHAN	FDMOWHAN
Fare display specific date and carrier	FQMOWHAN23OCT-VN	FQMOWHAN/AVN/D23OCT	FD23OCTMOWHAN/VN
Fare display adult, child, infant fare	FQMOWHAN-VN,ACI (Adult Child Infant)	FQMOWHAN/AVN/R,-CH	FDMOWHAN/VN*CNN/.VN
Fare display specific fare basis code or booking class	FQMOWHAN-VN#QY1YRU	FQMOWHAN/AVN/CY	FDMOWHAN/VN@Y1YRU
2. RULE DISPLAY			
Rule display by fare line number 2	RD2	FQN2	FN*2/ALL
Rule display by specific categories	RD2*7/8	FQN2*MX, SO	FN*2/7/8
Rule display routing	RD2*RTG	FQR2	FR*2
3. NON PNR PRICING			
Basic entry with operating and validating carrier	WQMOWHAN-AVN/AVN	FQPMOW/AVNHAN	FQPMOW+VNHAN
With operating carrier and specified booking class	WQMOW/AVN/CYHAN/AVN/CYSIN	FQPMOW/AVN/CY/HAN/AVN/CYSIN	
With travel date	WQMOW10JUN/AVNHAN	FQPMOW/D10JUN/AVN/HAN	FQPMOW10JUN+VNHAN
With Surface	WQMOW/AVN/HAN/-SGN/AVN/SIN	FQPMOW/AVNHAN - - SGN/AVNSIN	FQPMOW+VNHAN - - SGN+VNSIN
With Connection	WQMOW/AVNHAN/XHKGSGN	FQPMOW/AVNHAN-/HKGSGN	FQPMOW+VNHAN-HKG+VNSGN
With VFR Pax type	WQMOW/AVN/CYHAN/AVN/CYSIN-PVFR	FQPMOW/AVNHAN*PVFR	FQPMOW+VNHAN+VNMOW/CVN:EUR*VFR
Display fare line 1	WQ#1	FQQ1	FQP*1
Display fare calculations detail	WQ#DF1	FQH1	FQL1



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4. PNR PRICING			
Pricing after retrieving PNR	WVP	FXP	FQ
Pricing after retrieving PNR: Child's fare	WPPCH	FXP/RCH	FQ*C08

FOR AND ON BEHALF OF VIETNAM AIRLINES JSC



Le Thanh Dung
Director of Representative Office of Vietnam Airlines JSC in Russia