

00. Application	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-
	This version cancels and replaces the previous version of GR15/RU with changes hereunder:						
	Cat/Item	Details	Markets concerning				
	5	Reservation and ticketing	All				
	8	Stop over charge					
	23	Transit services					
	26	Minimum group size					
	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.						
	Unless otherwise specified, one-way fares can not be doubled to form round-trip fares.						
	Common rated fares applies (See <i>Instructions</i> for details)						
Fares	Booking class is the first letter of the fare basis apply for VN sectors unless otherwise specified in fare contracts.						
	See Appendix 1						
Booking class application	Booking class exception on VN						
	Booking class on OAL						
	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 segment not permitted, except for J-/C-/Y- Ticketing must be completed within 72hours after reservations are made						
	For -PX fares						
	For -AP fares		Ticket must be issued at least ... days before departure -AP4/-AP5/-AP6: 30/45/60 apply for D-, N-, R-, T-, A-, U-, E-, P-				
06. Minimum stay			N/A		01 day		01 day
07. Maximum stay			1 year		1 year		03 months
08. Stopovers	Permitted at a charge of EUR100/USD100 each stop. Exception: a) For routings to Vietnam: free stops permitted in Vietnam						

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09. Transfers	b) For routing to other destinations: 1 free stopover in either HAN or SGN in the whole itinerary. c) For construction with added sectors, free stopover (s) permitted in construction points. As specified in routing details.								
10. Constructions and combinations	Permitted (See <i>Instructions</i> for details)								
Added Amounts/sectors	Permitted with fares in the same fare contracts.								
Half-RT combination (use RT fares only, not VY fares)	For VN market fares	Permitted with any published fares. Auto-pricing and auto-ticketing required.							
	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	Refer to Fare contract/Adhoc fare.								
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.					Worldwide	Europe and Canada.	Country of commencement of travel
	For VN published fares								
Ticket stock/plate	For VN market fares	No restriction					VN(738)		VN(738)
	For VN published fares								
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 A	Permitted with fee B	Not permitted, Except: Permitted with fee C for P-fares YQ is non RFPD, 10EUR fee for	
	On/after ticketed flight date					Permitted with fee B	Permitted With fee C		

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-	
Change	Before ticketed flight date	Permitted without fee	Permitted with fee A	Permitted without fee	Permitted with fee A	Permitted with fee B	Permitted with fee C	Not permitted, Except: Permitted with fee C for P-fares YQ is non RFD, 10EUR fee for other tax rfd
	On/after ticketed flight date	Permitted without fee	Permitted with fee A	Permitted without fee	Permitted with fee A	Permitted with fee B	Permitted with fee C	
Note	Fee A: EUR75/USD75. Fee B: EUR100/USD100. Fee C: EUR150/USD150. Name chg due to typing mistake - 15EUR fee, reissue at VNMOW only							
17. HIP/Mileage								
18. Ticket Endorsement								
- VN guarantee auto-priced tickets issued automatically without manual input.								
- Follow details below for manual ticketing. OAL and VN must be in the same fare component.								
FARE BASIS box								
Show specified fare basis in applicable fare contracts								
FARE & FARE CALC box								
- Show <u>respective VN fares</u> in fare contract used; or								
- Show "TT" in FARE box; Show routing, carriers, IATA rate of exchange, "TT" in FARE CALCULATION box								
TOUR CODE box								
Show fare contract applied.								
ENDORSEMENTS/RESTRICTIONS box								
NON-END/RESTRICTIONS MAY APPLY.								
19. Children/Infant discount								
Accompanied children 2- under 12 years								
Labour: Not Applicable								
Other pax types: Charge 75% of adult fare.								
Accompanied infant under 2 years without seat								
Labour: Not Applicable								
Other pax types: Charge 10% of adult fare.								

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-
23. Miscellaneous Provisions	TFCs are excluded from fares. Issuing office is to collect all applicable TFC and remit them to VN.						
Taxes/Fees/Charges							
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: 40 kg + Labour passenger: 40 kg 						
Transit services <i>(*) For 1/2RT combination between U-/E-/P- fares and fares other than U-/E-/P-, transit service permitted.</i>	Permitted (See Appendix 3 for details)						Not permitted Exception E- Permitted (See Appendix 3 for details)
Commission	For VN market fares		All fares are selling fares with commission as below: - VN's branch office: No commission - Selected BSP agents and PSA agents: 9% commission - Other BSP's agents: 7% commission.				
	For VN published fares		Refer to General policies				
26. Groups							
Minimum group size	02 children counted as 01 adult. Infants not counted -G4/10: 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
From RU/UA to LA/KH/MM	All	HAN/SGN – VTE/LPQ/PNH/REP/RGN; PNH-VTE	J	B
From RU/UA to AU	N-/R-/T-/A-/U-/E-/P-	SGN –SYD/MEL	N/A	Q
	Others		Booking class of main routing applied	
From RU/UA to other Asia	Q-/N-/R-/T-/A-/U-/E-/P-	HAN/SGN – other Asia destinations	N/A	L
	Others		Booking class of main routing applied	
All routings from RU/UA	All	Vietnam domestic sectors	J	B

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	Booking class on OAL		Flight Not Permitted	
				FTT Booking	For groups of 10 passengers or more		
K6	Economy class	All	PNH-REP v.v	W	W	From KE5000 to KE7999	
	Economy class	All	VVO-SEL v.v	T/Q	T/Q		
KE	Business class	All	IEV-MOW v.v	Z	Z	From PS1000 to PS9261, From PS9284 to PS9999	
	Economy class	All		Q/V	Q/V		
PS	Economy class	All	VVO-SEL v.v LED-FRA v.v LED-PAR v.v LED-MOW v.v	N/T	G	From SU3000 to SU4999	
							T/Q
							D
							O/S
S7	Business class	All	All	D	D	From S7 4000 to S7 4999	
							O/S
							J-/C-/D-
							Y-
UN	Economy class	All	All	T/V/K/Q	T/V/K/Q	From UN1000 to UN1110, From UN1112 to UN1999, From UN4000 to UN4443, From UN4445 to UN7999, From UN9000 to UN9998	
							B-/S-/H-/K-
							L-/Q-
							N-/R-/T-/U-/E-/P-
							T
VN	All	All	All	All	All	From VN3000 to 3799, VN3900 to 3999	

APPENDIX 3: TRANSIT SERVICES

Apply to shown transit point (x/) at SGN/HAN only.
Depending on connecting time/ only one of the following transit tours can be selected for each routing:

Transit point	Connecting time		Transit tour code	Note
	From	To less than		
HAN	02h	08h	HANVS	Not applicable for overnight transit
	08h	10h	HA1/HA2/HA3	
	10h	16h	HA4/HA5	
	16h	26h	HA6/HA7	
SGN	26h	35h	HA8	Not applicable for overnight transit
	02h	06h	SGNVS	
	06hk	09h	SG1/SG2	
	09h	15h	SG3/SG4	
SGN	15h	26h	SG5/SG6	
	26h	35h	SG7	

INSTRUCTIONS

<p><u>CONSTRUCTION WITH ADDED AMOUNT SECTORS</u></p> <p>1. Construction of <i>main routing</i> fare with <i>added amount/sector</i> 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 Business added sector: show “C” in Fare basis. 	<p><u>COMMON RATED FARES</u></p> <ul style="list-style-type: none"> - For routings including MOW-HAN/SGN or v.v sectors/ fares for direct routing apply to routing via SGN/HAN. Eg: 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. <p>In case Business compartment is not offered/ book in economy class: B</p> <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
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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: FCEUR<amount>/NUC. Eg.: FCEUR300/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	Itinerary	Itinerary
	Fare in fare contract used	YHOXRUF MOWHAN EUR660	YHOXRUF MOWHAN VN DAD HANDAD EUR40	Itinerary LED S7 MOW VN SGN roundtrip BH1YRUF LEDSGN RT EUR1060
Step 1	Fare component	MOWHAN	MOWDAD	LEDSGN and SGNLED
	OW amount or 1/2 RT amount	EUR660	EUR700=EUR660 + EUR40	EUR1060 x 1/2 = EUR530
Step 2	Conversion	EUR660 = NUC858.00	EUR700=NUC910.00	EUR530=NUC689.00
Step 3	Fare basis	YHOXRUF	YHOXRUF	BH1YRUF
	Fare calculation	MOW VN HAN858.00NUC858.00 END 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		NON ITINERARY PRICING	
Fare display	FQMOWHAN	Basic entry with operating and validating carrier	WQMOWHAN-AVN/VVN
Fare display specific date and carrier	FQMOWHAN23OCT-VN	With operating carrier and specified booking class	WQLED/AFV/CLMOW/AVN/CQ HAN
Fare display adult/ child/ infant fare	FQMOWHAN-VN/ACI (Adult Child Infant)	With travel date	WQMOW01JAN/AVNHAN
Fare display specific fare basis code	FQMOWHAN-VN* QYHIYRU	With Surface indicator	WQMOW/AVN/HAN/- 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	RDMOWHANYHIYRU-VN	ITINERARY PRICING	



GENERAL RULE GR15/RU_V3.0

Effective for ticketing on/after **17-APR-2015**
& travel commencing on/after **17-APR-2015**

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



NGUYEN HUU TUNG

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