

| 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 | <p>This version cancels and replaces GR15/RU in the period of time mentioned above. Appendix 3: Delete transit tour HA9, HA10, SG8, SG9</p> <p>These general rules apply to:</p> <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. <p>Rules of specific fare contract/adhoc fare will prevail if being in conflict with these rules.</p> <p>Unless otherwise specified, one-way fares cannot be doubled to form round-trip fares.</p> <p>Common rated fares applied (See Instructions for details)</p> <p>Booking class is the first letter of the fare basis applied for VN sectors unless otherwise specified in fare contracts.</p> | | | | | | |
| Booking class application | 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- | | | | | | |
| For -PX fares | Ticketing must be completed within 72hours after reservations are made. | | | | | | |
| For -AP fares | For C- fares: <u>-AP3</u> , ticketing must be completed at least <u>21</u> days before departure. For D-, N-, R-, T-, A-, U-, E-, P- fares: <u>-AP3</u> , <u>-AP5/-AP6</u> : Ticketing must be completed at least <u>21/45/60</u> 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- |

| 15. Sales restriction: | | | | | | | | | |
|-------------------------|------------------------|------------------------------------|----------|----------------|--|---------|---|---|---------------|
| Applicable for sales in | For VN market fares | Refer to Fare contract/Adhoc fare. | | | | | | | |
| | For VN published fares | Worldwide | | | | | Eastern Ural Russia, Europe and Canada, Except A-:Apply to COC only | Country of commencement of travel (COC) | |
| Ticket stock/plate | For VN market fares | VN(738) | | | | | | | |
| Extension | For VN published fares | No restriction | VN (738) | No restriction | | VN(738) | | | |
| | N/A | | | | | | | | Not permitted |

| 16. Penalties | | | | | | | | | |
|---------------------|-------------------------------|-----------------------|----------------------|-----------------------|-----------------------|----------------------|----------------------|---|--|
| Cancellation/Refund | Before ticketed flight date | Permitted without fee | Permitted with fee C | 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 RFD, 10EUR fee for other tax RFD | |
| | On/after ticketed flight date | | | | | Permitted with fee B | Permitted With fee C | | |
| Change | Before ticketed flight date | Permitted without fee | Permitted with fee C | Permitted without fee | Permitted without fee | Permitted with fee A | Permitted with fee B | 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 with fee B | Permitted With fee C | | |

| Note | Fee A: EUR75/USD75. | | | | | | | | |
|------|---|--|--|--|--|--|--|--|--|
| | Fee B: EUR100/USD100. | | | | | | | | |
| | Fee C: EUR150/USD150. | | | | | | | | |
| | Name change due to typing mistake 15 EUR fee, reissue at VNIMOW office only | | | | | | | | |

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|--|--|-------|-------|--------|----------|----------|---|
| | J-C- | D- | Y- | B-M-S- | H-K-L-Q- | N-R-T-A- | U-E-P- |
| Free rebook for sectors: i) Vietnam domestic; ii) VN-LA/MM/KH v.v.; iii) LA-KH v.v. In case of exchange/reissue, "DOM/IND rebook free" must be shown on endorsement/restriction of exchanged ticket. | | | | | | | |
| 17. HIP/Mileage | | | | | | | |
| 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 | | | | | | |
| | Show <u>respective</u> VN fares in fare contract used; or | | | | | | |
| TOUR CODE box | Show "IT" in FARE box; Show routing, carriers, IATA rate of exchange, "IT" in FARE CALCULATION box | | | | | | |
| 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. | | | | | | |
| 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 | - As quoted from GDS/CRS automatically. - Exceptions: For itineraries totally on VN flights operated by VN: + Ethnic passenger: 40 kg + Labour passenger: 40 kg | | | | | | |
| Transit services | Permitted (See Appendix 3 for details) | | | | | | |
| (*) For 1/2RT combination between U-/E-/P- fares and fares other than U-/E-/P-, transit service permitted. | | | | | | | Not permitted Exception E- Permitted (See Appendix 3 for details) |

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 |
| | R-/T-/A-/U-/E-/P- | | N/A | N |
| From RU/UA to AU | Others | VN-AU | Booking class of main routing applied | |
| | N-/R-/T-/A-/U-/E-/P- | | N/A | Q |
| From RU/UA to KR/JP | Others | VN – KR/JP | Booking class of main routing applied | |
| | Q-/N-/R-/T-/A-/U-/E-/P- | | N/A | L |
| From RU/UA to CN/HK/TW | Others | VN-CN/HK/TW | Booking class of main routing applied | |
| | T-/E-/U-/P- | | N/A | T |
| From RU/UA to other Asia | R-/A- | VN – other Asia destinations | 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-/Q-/N-/R-/T-/A-/E-/U-/P- | All | N, E, Q | G | From AF0040 to AF0919; From AF2000 to AF9999; |
| | | | | N, E | | |
| | | | | 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-/K-/L-/Q-/N-/R-/T-/A- | | N, V | | |
| | | E, U, P- | | N | | |
| K6 | Economy class | All | PNH-REP | W | W | |
| KE | Economy class | All | VVO-SEL | T/Q | T/Q | From KE5000 to KE7999 |
| LH | Business class | J-/C-/D- | IEV-FRA | Z. And in case business compartment is not offered: book M. | | From LH3800 to LH9999 Exception: Permitted to book in LH marketing flights operated by CL, EW, EN, 2A, VO, Privatair SA (no code), Bus Service FRA-SXB) |
| | | W-/Z- | | | | |
| | | Y-/B-/M-/S-/H-/K-/L-/Q-/N-/R-/T-/A-/E-/U-/P- | | | | |
| | | | | M | | |
| PS | Economy class | | IEV-MOW/PAR/FRA/ALATSETBS | M, S | S | From PS1000 to PS9261; From PS9284 to PS9999 |
| | | | | S | S | |
| | | | | Z | Z | |
| | | | | Q/V | Q/V | |
| S7 | Business class | | IEV-DNK/HRK/LWO/ODS | Z | Z | From S7 4000 to S7 4999 |
| | | | | Q/V | Q/V | |
| | | | | Z | Z | |
| | | | | R/O | R/O | |
| S7 | Economy class | | MOW - GOJ/NJC/SIP/TJM | D | D | |
| | | | | O/S | O/S | |
| | | | | D | D | |
| | | | | O/S | O/S | |
| S7 | Business class | | Other sectors | D | D | |
| | | | | O/S | O/S | |
| | | | | D | D | |
| | | | | O/S | O/S | |

| | Economy class | | VVO-SEL; LED-FRA/PAR LED/SIP/AER/PEE/MRV/KGD- MOW | O/S/T N/T T/Q | O/S/T G | |
|----|---------------|-----|---|---------------------|------------|---|
| SU | Economy class | All | | | | From SU3000 to SU4999 |
| VN | All | All | All | | | From VN3000 to VN3799, From VN3900 to VN3999; From VN4000 to VN4999 |

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 | |
| | 26h | 35h | HA8 | |
| SGN | 02h | 06h | SGNVS | Not applicable for overnight transit |
| | 06h | 09h | SG1/SG2 | |
| | 09h | 15h | SG3/SG4 | |
| | 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> <p>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-xSGN-HAN Sector SGN-HAN v.v: book in B for Economy class and J for Business class.</p> <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 <ul style="list-style-type: none"> • 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 | Itinerary | Itinerary |
|-----------|----------------------------|---------------------------------------|---|---|
| Step 1 | Fare in fare contract used | MOW VN HAN | MOW VN HAN VN DAD | LED S7 MOW VN SGN roundtrip |
| | | YHOXRUF | YHOXRUF MOWHAN EUR660 & Added amount HANDAD EUR40 | BH1YRUF LEDSGN RT EUR1060 |
| | Fare component | MOWHAN | MOWDAD | LEDSGN and SGNLED |
| Step 2 | 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 |
| Step 3 | Fare basis | YHOXRUF | YHOXRUF | BH1YRUF |
| | Fare calculation | MOW VN HAN 858.00 NUC858.00END | MOW VN X/HAN VN DAD 910.00 NUC 910.00 END ROE0.769230 | LED S7MOW VN SGN 689.00 VN MOW S7LED 689.00 NUC1378.00END ROE0.769230 |

| | | | |
|--|-------------|--|--|
| | 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/VN |
| Fare display specific date and carrier | FQMOWHAN23OCT-VN | With operating carrier and specified booking class | WQLED/AFV/CLMOW/AVN/CQHAN |
| 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# QYH1YRU | 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# DF-1 |
| 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



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