

#### Effective for

## ticketing on/after 21-JAN-2016 & travel commencing on/after 21-JAN-2016

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CONFIDENTIAL

07 Maximum atom		For –AP fares For C- far For D-, N-	For –PX fares Ticketin	05. Reservation and ticketing All sec		L: 06Ja	departure of the first international sector"			Booking class on OAL	Booking class exception See A <sub>I</sub> on VN	Booking class Bookin application		Fares Unless	Rules	- AI	These	00. Application This ve	J-/C-	Rules Buz 1
		For C-  fares: -AP3, ticketing must be completed at l For D-, N-, R-, T-, A-, U-, E-, P- fares: -AP3/-AP5/-A departure.	Ticketing must be completed within 72hours after reservations are made	All sectors must be confirmed before issuing ticket,	See Appendix 2	L: 06Jan-23Dec	H: UTJan-USJan, 24Dec-31Dec	Refer to Fare contract/Adhoc fare	Refer to Fare contract/Adhoc fare	See Appendix 2	See Appendix 1	Booking class is the first letter of the fare basis appl	Common rated fares applies (See Instructions for details)	Unless otherwise specified, one-way fares can not be doubled to form round-trip fares	<ul> <li>- VN carrier fares (VN published fares) originating Rules of specific fare contract/adhoc fare will prevai</li> </ul>	All Vietnam Airlines' fare contracts, th Russian Federation and C.I.S market.	These general rules apply to:	This version cancels and replaces the previous version of GR15/RU with changes hereunder: Appendix 1: Reword/Delete "commencing"	C- D-	z 1 Buz 2
1 year	N/A	ng must be complo E-, P- fares: -AP3/	ed within 72hours	ned before issuing			TDec	noc fare	noc fare			etter of the fare ba	es (See Instruction	d, one-way fares c	oublished fares) or ract/adhoc fare wil	are contracts, thei and C.I.S market.	to:	replaces the previo	7	Eco 1
		eted at least 21 -AP5/-AP6: Tich	after reservation	) ticket, open se								sis apply for VN	ons for details)	an not be dou	iginating from F Il prevail if bein	ir subsequent a		ous version of C	B-/M-/S-	Eco 2
1 )	01	least 21 days before departure .P6: Ticketing must be complet	ns are made.	gment not permit								sectors unless c		bled to form roun	from Russian Federation and C.I.: if being in conflict with these rules	mendments/supp		3R15/RU with cha	H-/K-/L-/Q-	Eco 3
1 year	01 day	For C-  fares: -AP3, ticketing must be completed at least 21 days before departure. For D-, N-, R-, T-, A-, U-, E-, P- fares: -AP3/-AP5/-AP6: Ticketing must be completed at least 21/45/60 days before departure.		open segment not permitted, except for J-/C-/ Y-								y for VN sectors unless otherwise specified in fare contracts.		d-trip fares.	VN carrier fares (VN published fares) originating from Russian Federation and C.I.S market. es of specific fare contract/adhoc fare will prevail if being in conflict with these rules.	All Vietnam Airlines' fare contracts, their subsequent amendments/supplements and adhoc fares applicable in Russian Federation and C.I.S market.		anges hereunder:	N-/R-/T-/A-	Eco 4
03 months	01 day	5/60 days before		Υ-								fare contracts.				ares applicable in			U-/E-/P-	Eco 5



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Ticket For VN market fares stock/plate	For VN published fares	Applicable for For VN market fares sales in	15. Sales restriction:	14. Travel restrictions	13. Accompanied travel	12 .Surcharge	11. Blackout date	For VN published fares	End-on/Side-trip For VN market fares	combination (use RT fares only, not VV fares)	Half-RT For VN market fares	Added Amounts/sectors	10. Constructions and combinations	09. Transfers	or ordered	200		Rules
ket fares	lished fares	ket fares						lished fares	ket fares	For VN published fares	ket fares		inations					
		Refer to Fare			Refer to Fare		Refer to Fare	Permitted with	Not permitted	Permitted with	Permitted with	Permitted (Se		As specified i	Exception: a) For ro For ro b) Not pe c) For cc		J-/C-	Buz 1
		Refer to Fare contract/Adhoc fare			Refer to Fare contract/Adhoc fare		Refer to Fare contract/Adhoc fare	າ any fares. Au		Permitted with any published fares. Auto-pricing a	Permitted with fares in the same fare contracts	Permitted (See Instructions for details)		As specified in routing details.	Exception:  a) For routings to Vietnam: Permitted without For routing to other destinations: 1 free stores by Not permitted in international connecting position of the construction with added sectors, free stores.	2 foo EI ID100/	Þ	Buz 2
	Worldwide	c fare.			c fare.		c fare.	to-pricing and		d fares. Auto-p	ame fare contr	for details)		S.	am: Permitted lestinations: 1 national connuadded sector	IISDAOO SSSA	*	Eco 1
VN(								Permitted with any fares. Auto-pricing and auto-ticketing required		ricing and auto	acts.				without fee in a free stopover in secting points be stopovel.	2	B-/M-/S-	Eco 2
VN(738)								equired.		nd auto-ticketing required					fee in all points in Vietnam. pover in either HAN or SGN oints between VN and VN* topover (s) permitted in cor		H-/K-/L-/Q-	Eco 3
	Eastern Ural Russia, Europe and Canada, Except A-:Apply to COC only									ed.					ion: For routings to Vietnam: Permitted without fee in all points in Vietnam. For routing to other destinations: 1 free stopover in either HAN or SGN in the whole itinerary. Not permitted in international connecting points between VN and VN* flight, except permitted in LA/KH/MM For construction with added sectors, free stopover (s) permitted in construction points.		N-/R-/T-/A-	ECO 4
	Country of commencement (COC) of travel														ary. tted in LA/KH/MM		U-/E-/P-	псоо



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	Rules	Buz 1	Buz 2	Eco 1	Eco 2	Eco 3	Eco 4	Eco 5
		J-/C-	D-	~	B-/M-/S-	H-/K-/L-/Q-	N-/R-/T-/A-	U-/E-/P-
	For VN published fares		No re	No restriction			VN(738)	
Extension					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
	On/after ticketed flight date					Permitted with fee B	Permitted With fee C	fee C for P- fares YQ is non RFD, 10EUR fee for other tax RFD
Change	Before ticketed flight date	Permitted without fee		100	Permitted without fee	Permitted with fee A	Permitted with fee B	Not permitted, Except:
	On/after ticketed flight date					Permitted with fee B	Permitted With fee C	Permitted with fee C for P- fares YQ is non RFD, 10EUR fee for other tax RFD
0		Fee A: EUR75/USD75	5/USD75.					
		Fee B: EUR100/USD100	00/USD100.					
Note		Fee C: EUR150/USD150	50/USD150.					
		Name change	Name change due to typing mistake	5	UR fee, reissue	EUR fee, reissue at VNMOW office only	only	
17. HIP/Mileage								
18. Ticket Endorsement	sement	<ul> <li>VN guarant</li> </ul>	ee auto-priced	d tickets issued	automatically w	- VN guarantee auto-priced tickets issued automatically without manual input.	řť.	
		<ul> <li>Follow deta</li> </ul>	ils below for n	Follow details below for manual ticketing. OA	g. OAL and VN	must be in the sa	L and VN must be in the same fare component	
FARE BASIS box		Show specifie	ed fare basis in	Show specified fare basis in applicable fare contracts	re contracts			
FARE & FARE CALC box	ALC box	- Show respe	ctive VN fares	- Show respective VN fares in fare contract used; or	ct used; or			
		- Show "IT" in	FARE box; S	how routing, c	arriers, IATA rat	e of exchange, "IT	Show "IT" in FARE box; Show routing, carriers, IATA rate of exchange, "IT" in FARE CALCULATION box	TION box



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Rules	Buz 1	Buz 2	Eco 1	Eco 2	Eco 3	Eco 4	Eco 5
	J-/C-	D-	7	B-/M-/S-	H-/K-/L-/Q-	N-/R-/T-/A-	U-/E-/P-
TOUR CODE box	Show fare contract applied	tract applied.			-		
ENDORSEMENTS/RESTRICTIONS box	NON-END/RESTRICTIONS MAY APPLY.	STRICTIONS	MAY APPLY.	d1			
19. Children/Infant discount							
Accompanied children 2- under 12 years	Labour: Not applicable	plicable					
	Other pax types: Charge 75% of adult fare	s: Charge 75%	% of adult fare				
Accompanied infant under 2 years	Labour: Not applicable	plicable					
without seat	Other pax types: Charge 10% of adult fare	s: Charge 10%	% of adult fare	,,,			
23. Miscellaneous Provisions Taxes/Fees/Charges	TFCs are excluded from fares. Issuing office	uded from fare	s. Issuing offi		all applicable TFC	is to collect all applicable TFC and remit them to VN.	<b>,</b>
Baggage allowance	<ul> <li>As quoted from GDS/CRS automatically</li> <li>Exceptions: For itineraries totally on VN</li> </ul>	m GDS/CRS are ritineraries t	automatically.	<ul> <li>As quoted from GDS/CRS automatically.</li> <li>Exceptions: For itineraries totally on VN flights operated by VN:</li> </ul>	by VN:		
	+ Ethni + Labo	<ul><li>+ Ethnic passenger: 40 kg</li><li>+ Labour passenger: 40 kg</li></ul>	40 kg 40 kg				
Transit services	Permitted (See Appendix 3 for details)	Appendix 3	for details)				Not permitted
(*) For 1/2RT combination between U-/E-/P- fares and fares other than U-/E-/P-,							Exception E- Permitted
transit service permitted.							(See Appendix 3 for details)
26. Groups	02 children counted as 01 adult. Infants not counted	ınted as 01 ad	lult. Infants no	t counted			
Minimum group size	-G4/10: 04/10-adults or equal	-adults or equa			200		
I ravel together	All passengers of group must travel together	of group mus	t travel togeth	er in the whole itinerary	itinerary		
Free of charge ticket (FOC ticket) for group	Not applicable						
27. Tours	Refer to fare contract/adhoc fares	ontract/adhoc t	fares.				
28. Visit another country	Not applicable						
29. Deposits	Refer to VN regulations	gulations					

# APPENDIX 1. BOOKING CLASS EXCEPTION ON VN FOR SPECIFIED ROUTING

## For Travel on/before 31-MAR-2016

J h h	7	Santana (m.)	Booking class	g class
Roung	rare pasis	Sectors (v.v)	Business class	Economy class
From RU/UA to LA/KH/MM	All	VN-LA/KH/MM, LA-KH,	٢	В
From RU/UA to AU	R-/T-/A-/-U-/E-/P-		N/A	z
	Others	₹ <u>2</u> -400	Booking class of main routing applied	ain routing applied
	N-/R-/T-/A-/-U-/E-/P-	VI KB/IB	N/A	Q
FIGHT RU/CA to NR/ST	Others	VN   77,55 T	Booking class of main routing applied	ain routing applied
	Q-/N-/R-/T-/A-/-U-/E-/P-	NAI CALLEY TAN	N/A	
FIGHT RO/DA to CIVIEN I W	Others	VIV-CIVITIZATIV	Booking class of main routing applied	ain routing applied
Erom BIIIIIA to other Asia	R-/T-/A-/-U-/E-/P-	VN – other Asia destinations	N/A	Z
FIGHT RO/OA to other Asia	Others		Booking class of main routing applied	ain routing applied
All routings from RI I/I IA	All	Vietnam domestic sectors	د	В

### For Travel on/after 01-APR-2016

ain routing applied	Booking class of main routing applied		Others	
z	N/A	VN-AU	R-/T-/A-/U-/E-/P-	From RU/UA to AU
8	د		Others	
Т	N/A	VN-LA/KH/MM, LA-KH	μ̈́	From RU/UA to LA/KH/MM
В	_	Vietnam domestic sectors	All	All routings from RU/UA
Economy class	Business class			
g class	Booking class	Sectors (v.v)	Fare basis	Routing



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		From RU/UA to other Asia		From RU/UA to CN/HK/TW		From RU/UA to KR/JP
Others	R-/A-	T-/E-/U-/P-	Others	Q-/N-/R-/T-/A-/U-/E-/P-	Others	N-/R-/T-/A-/U-/E-/P-
		VN - other Asia destinations		VN-CN/HK/TW		VN – KR/JP
Booking class of main routing applied	N/A	N/A	Booking class of main routing applied	N/A	Booking class of main routing applied	N/A
ain routing applied	Z	Т	ain routing applied	_	ain routing applied	۵

Note: In case Business compartment is not offered, book in economy class: B.

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# APPENDIX 2. BOOKING CLASS ON OAL AND FLIGHT RESTRICTION

		7					5	<u> </u>		而	<b>K</b> 6		BA			ĄF			Carrier	
Economy class	Business class	Economy class	Business class	Economy class	Business class	Locitotily class	Economy class		Business class	Economy class	Economy class		Economy class	Business class		Economy class			Class of service	
	₽II	, m	AII	ì	ΔΙ	L-/Q-/N-/R-/T-/ A-/E-/U-/P-	Y-/B-/M-/S-/H-	W-/Z-	J-/C-/D-	All	All	E-, U-, P-	W-/Z-/Y-/B-/M-/ S-/ H-/K-/L-/Q-/ N-/R-/ T-/A-	J-/C-/D-	E-/U-/P-	Q-/N-/R-/Т-/A-	Y-/B-/M-/S-/H-/K-/L		Fare basis	
	IEV-DNK/HRK/I WO/ODS		IEV_ AI A/TSE/TRS		IEV_MOW/PAR/ERA		IEV- FRA			WO-SEL	PNH-REP		LED-LON			All			Sectors (v.v)	
R/O	Z	QV	Z	QV	Z	v	M, S	3	Z. In case business co is not offered: book M.	T/Q	8	z	Z, <	D	z	,z m	N, E, Q		FIT Booking	Booking c
R/O	Z	QΛ	Z	QV	Z	S	S		Z. In case business compartment is not offered: book M.	T/Q	٧		ດ	Not applicable	G	G	G	more	For groups of 10 passengers or	class on OAL
		From PS9284 to PS9999	From PS1000 to PS9261;			Privatair SA (no code), Bus Service FRA-SXB)	by CL, EW, EN, 2A, VO,	LH marketing flights operated	From LH3800 to LH9999  Exception: Permitted to book in	From KE5000 to KE7999			From BA510 to BA538; From BA1500 to BA9999;		1 1011 71 2000 10 71 00000,	From AF0040 to AF0919;	770000000000000000000000000000000000000		Flight Not Permitted	



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VN All	SU Eco		S7 Eo	Bu	Eo	Bu
	Economy class		Economy class	Business class	Economy class	Business class
All	All		All		2	<b>&gt;</b>
All	LED/SIP/AER/PEE-MOW MRV/KGD-MOW	VVO-SEL, LED-FRA/PAR	Other sectors		10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	MOW-GO I/N IC/SIP/T IM
и	T/Q	N/T	O/S/T	D	O/S	D
	G		О/S/T	D	O/S	D
From VN3000 to VN3799, From VN3900 to VN3999; From VN4000 to VN4999	From SU3000 to SU4999		From S7 4000 to S7 4999			

## **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	Connec	Connecting time	Transit four code	No.
i wilding	From	To less than		1000
	02h	08h	HANVS	Not applicable for overnight transit
C#	08h	10h	НА1/НА2/НА3	÷
HAN	10h	16h	HA4/HA5	
	16h	26h	HA6/HA7	
	26h	35h	HA8	
	02h	06h	SGNVS	Not applicable for overnight transit
	06h	09h	SG1/SG2	
SGN	160	15h	SG3/SG4	
	15h	26h	SG5/SG6	
	26h	35h	SG7	

## CONSTRUCTION WITH ADDED AMOUNT SECTORS

# 1. Construction of *main routing* fare with *added amount/sector* permitted:

- In the same class of service; or
- In different classes of service ONLY WHEN:
- Whole routing is on VN; and/or
- Added sectors are Vietnam domestic sectors

2. Eligible main routing for construction with added amount/sector:

- Routings to Vietnam/via Vietnam as specified in fare contract(s)/ and/or
- Combination of half roundtrip fares in fare contract(s)
- 3.Added sector construction point(s) must be
- Origin/Destination of the main routing/ and/or
- HAN/SGN/DAD as a stopover in the main routing
- 4.Added amount(s)/sector(s) can be added once or multiple times

#### 5. Ticketing details:

- 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:
- VN Economy added sector: show "Y" in Fare basis.
- VN Business added sector: show "C" in Fare basis

#### **INSTRUCTIONS**

direct routing apply to routing via SGN/HAN For routings including MOW-HAN/SGN or v.v sectors/ fares for **COMMON RATED FARES** 

Sector SGN-HAN v.v: book in B for Economy class and J for Eg: Fares for MOW-HAN applies to MOW-x/SGN-HAN

Business class.

class: B In case Business compartment is not offered/ book in economy

### **MULTIPLE PENALTY FEE**

fare components applies In case of multiple penalty fees/ the highest fee of all changed

### CHILDREN/INFANT DISCOUNTS

Children/Infant discounts apply to:

- 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: FC\(\mathbb{E}\)UR<amount\(>\)INUC. Eg.:

FC¥EUR300/NUC. In Amadeus: FQC<amount>EUR/NUC. Eg.: FQC300EUR/NUC

calculation. 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

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Examples:	••	ltinerary	Itinerary	ltinerary
	-	MOW VN HAN	MOW VN HAN VN DAD	LED S7 MOW VN SGN roundtrip
	Fare in fare	YHOXRUF	YHOXRUF MOWHAN EUR660 &	
	contract used	MOWHAN EUR660	Added amount HANDAD EUR40	
Step 1	Fare component	MOWHAN	MOWDAD	LEDSGN and SGNLED
	OW amount or % 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 HAN <i>858.00</i> NUC858. 00END ROE0.769230	MOW VN X/HAN VN DAD <b>910.00</b> NUC <b>910.00</b> END ROE0.769230	LED S7MOW VN SGN <b>689.00</b> VN MOW S7LED <b>689.00</b> NUC1378.00END ROE0.769230



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WPPCH	Pricing after retrieving PNR: Child's fare	RD*	Redisplay rule
WPPSTU/ WPPVFR	Pricing after retrieving PNR with pax type	RD2*RTG	Rule display routing
WP	Pricing after retrieving PNR	RD2*5/15/35	Rule display by specific categories
	ITINERARY PRICING	RDMOWHAN <b>YH1YRU-</b> VN	Rule display with city pair & spec. fare basis code
		RD2	Rule display by fare line number 2
WQ¥ DF1	Display fare calculations descriptions		RULE DISPLAY
WQ1	Display fare line 1	FQMOWHAN¥ PSTU FQMOWHAN¥ PVFR	Fare display / specific pax type STU: Student VFR: Ethnic
WQMOW/AVN/HAN/- SGN/AVN/MOW	With Surface indicator	FQMOWHAN-VN¥ QYH1YRU	Fare display specific fare basis code
WAHNVA/ <b>NAL10</b> WOMOW	With travel date	FQMOWHAN-VN/ACI (Adult Child Infant)	Fare display adult/ child/ infant fare
WQLED/AFV/CLMOW/AV	With operating carrier and specified booking class	FQMOWHAN23OCT-VN	Fare display specific date and carrier
WQMOWHAN-AVN/VVN	Basic entry with operating and validating carrier	FQMOWHAN	Fare display
	NON ITINERARY PRICING		FARE DISPLAY
			HOW TO QUOTE VN FARES IN SABRE

FOR AND ON BEHALF OF VIETNAM AIRLINES

NGUYEN HUU TUNG

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