

CONFIDENTIAL

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-
00. Application	<p>This version cancels and replaces previous version of GR16/RU with changes hereunder</p> <ul style="list-style-type: none"> - Cat 08: Stopover. - Cat 12: Surcharge on OAL's ticket stock. - Cat 15: Sales restriction. - Cat 23& Appendix : Delete transit services - Appendix 3: Surcharge on OAL's ticket stock. - Instruction: Construction with added amount sectors. <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> <p>See Appendix 1</p> <p>See Appendix 2</p>						
Fares	<p>Refer to Fare contract/Adhoc fare</p>						
Booking class application	<p>Refer to Fare contract/Adhoc fare</p>						
Booking class exception on VN	<p>See Appendix 1</p>						
Booking class on OAL	<p>See Appendix 2</p>						
01. Eligibility	<p>Refer to Fare contract/Adhoc fare</p>						
02. Day/Time	<p>Refer to Fare contract/Adhoc fare</p>						
03. Seasonality "Subject to the departure of the first international sector"	<p>H: 01Jan-05Jan, 24Dec-31Dec L: 06Jan-23Dec</p>						
04. Flight application	<p>See Appendix 2</p>						
05. Reservation and ticketing	<p>All sectors must be confirmed before issuing ticket, open segments not permitted, except for J-/C-/Y-</p>						

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	J-/C-	D-	Y-	B-/M-/S-	H-/K-/L-/Q-	N-/R-/T-/A-	U-/E-/P-
For -PX fares	Ticketing must be completed within 72hours after reservations are made.						
For -AP fares	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.						
06. Minimum stay	N/A				01 day	01 day	
07. Maximum stay	1 year				1 year	03 months	
08. Stopovers	Permitted with fee of EUR50/USD50 each stop. Exception: - Permitted without fee in all points in VN, KH, MM, LA for routings to VN/KH/MM/LA. - Stopover not permitted in PAR/FRA/LON between VN & VN* flight - For construction with added sectors, free stopover (s) permitted in construction points.						
09. Transfers	As specified in routing details.						
10. Constructions and combinations							
Added Amounts/sectors	Permitted (See Instructions for details)						
Half-RT combination (use RT fares only, not VV fares)	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	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	See Appendix 3 .						
13. Accompanied travel	Refer to Fare contract/Adhoc fare.						
14. Travel restrictions							

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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 Except Q-:Apply to Eastern Ural Russia, Europe and Canada only		Eastern Ural Russia, Europe and Canada, Except A-:Apply to COC only

Ticket stock/plate	For VN market fares	VN(738)			
	For VN published fares	No restriction	VN (738)	No restriction	VN(738)

Extension	N/A		N/A		Not permitted
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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 without fee	Permitted with fee C	Permitted without fee	Permitted with fee A	Permitted with fee A	Permitted with fee B	

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 without fee	Permitted with fee C	Permitted without fee	Permitted without fee	Permitted with fee A	Permitted with fee B	

Note

Fee A: EUR75/USD75.
Fee B: EUR100/USD100.
Fee C: EUR150/USD150.
Free rebook for sectors: i) Vietnam domestic; ii) VN-LA/MM/KH v.v; iii) LA-KH v.v. In case of exchange/reissue,

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"DOM/IND rebook free" must be shown on endorsement/restriction of exchanged ticket.							
Name change due to typing mistake 15 EUR fee, reissue at VNMMOW office only							
17. HIP/Mileage	VN guarantee auto-priced tickets issued automatically without manual input.						
18. Ticket Endorsement	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</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	<p>Accompanied children 2- under 12 years</p> <p>Labour: Not Applicable.</p> <p>Other pax types: Charge 75% of adult fare.</p> <p>Accompanied infant under 2 years without seat</p> <p>Labour: Not Applicable.</p> <p>Other pax types: Charge 10% of adult fare.</p>						
23. Miscellaneous Provisions	TFCs are excluded from fares. Issuing office is to collect all applicable TFC and remit them to VN.						
Baggage allowance	<p>- As quoted from GDS/CRS automatically.</p> <p>- Exceptions: For itineraries totally on VN flights operated by VN: + Ethnic passenger: 40 kg + Labour passenger: 40 kg</p>						
26. Groups	02 children counted as 01 adult. Infants not counted.						
Minimum group size	-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	Not applicable.						



GENERAL RULE GRI6/RU V4.0

**Effective for ticketing on/after 01-APR-2016
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	group	J-/C-	D-	Y-	B-/M-/S-	H-/K-/L-/Q-	N-/R-/T-/A-
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/UA	All	Vietnam domestic sectors	J	B
			N/A	T
			J	B
From RU/UA to LA/KH/MM	Others	VN-LA/KH/MM, LA-KH	N/A	N
			Booking class of main routing applied	
			Booking class of main routing applied	
From RU/UA to AU	Others	VN-AU	N/A	Q
			Booking class of main routing applied	
			Booking class of main routing applied	
From RU/UA to KR/JP	Others	VN – KR/JP	N/A	L
			Booking class of main routing applied	
			Booking class of main routing applied	
From RU/UA to CN/HK/TW	Others	VN-CN/HK/TW	N/A	T
			Booking class of main routing applied	
			Booking class of main routing applied	
From RU/UA to other Asia	Others	VN – other Asia destinations	N/A	N
			Booking class of main routing applied	
			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-	All	N, E, Q	G	From AF0040 to AF0919; From AF2000 to AF9999;
		Q-/N-/R-/T-/A-		N, E		
		E-/U-/P-		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-		M	S	
		Y-/B-/M-/S-/H-/K-/L-/Q-/N-/R-/T-/A-/E-/U-/P-		M, S	S	
PS	Economy class	All	IEV-MOW/PAR/FRA/ ALATSE/TBS	Z	Z	From PS1000 to PS9261; From PS9284 to PS9999
				Q/V	Q/V	
				Z	Z	
				R/O	R/O	
S7	Business class	All	MOW - GOJ/NJC/SIPTJM	D	D	From S7 4000 to S7 4999
				O/S	O/S	
				D	D	
S7	Economy class	All	Other sectors	Z. And in case business compartment is not offered: book M.		From S7 4000 to S7 4999
				M	S	
				M, S	S	



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

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):

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//ROE

INSTRUCTIONS

<p><u>CONSTRUCTION WITH ADDED AMOUNT SECTORS</u></p> <p>1. Construction of <i>main routing</i> 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 "W" 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. 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> <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
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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#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
	Fare component	YHOXRUF MOWHAN EUR660	YHOXRUF MOWHAN EUR660 & Added amount HANDAD EUR40	BH1YRUF LEDSGN RT EUR1060
	OW amount or ½ RT amount	MOWHAN	MOWDAD	LEDSGN and SGNLED
Step 2	Conversion	EUR660 = NUC858.00	EUR700=EUR660 + EUR40	EUR1060 x 1/2 = EUR530
	Fare basis	YHOXRUF	YHOXRUF	EUR530=NUC689.00
Step 3	Fare calculation	MOW VN HAN 858.00 NUC858. 00END ROE0.769230	MOW VN X/HAN VN DAD 910.00 NUC 910.00 END ROE0.769230	BH1YRUF
				LED S7MOW VN SGN 689.00 VN MOW S7LED 689.00 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/AV N/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# DF1
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



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Redisplay rule	RD*	Pricing after retrieving PNR: Child's fare	WPPCH
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FOR AND ON BEHALF OF VIETNAM AIRLINES



NGUYEN HUU TUNG

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