



## IMPLEMENTATION PENALTY BASED ON TICKET PROCESSED - EFF 01SEP 2020

Dear Valued Business Partners,

We refer to our past circulars (GASIN/SALES/2018/016 on 10APR18 and GASIN/SALES/2015/066 dated 9DEC15) on the implementation of ATC (Amadeus Ticket Changer) since SEP2015, please be informed that we will be making some changes in our penalty fee (CAT 16) for our airfare for point of origin Singapore.

**IMPORTANT:** Based ATC conditions, **penalty charge is based on the date of processing the changes or refund and NOT when booking/flight is change/cancel.**

**These changes in penalty will be effective for all ticket issued on/after 01 September 2020 and for travel on/after 01 September 2020.** Advisable to make those process (revalidate/reissue or refund) 1 day prior the departure date on the ticket.

**Changes is on the “After Flight” penalty.**

CHANGES				
RBD	Before Journey / Unused ticket		After Journey / Partially used ticket	
	Before flight	After flight	Before flight	After flight
<b>J/C/D/Y/B/M/K/N</b>	NO CHARGE	<b>SGD 100</b>	NO CHARGE	<b>SGD 100</b>
<b>I</b>	SGD 50	<b>SGD 150</b>	SGD 50	<b>SGD 150</b>
<b>Q/T/V</b>	SGD 30	<b>SGD 130</b>	SGD 30	<b>SGD 130</b>
<b>S/H</b>	Upsell + SGD 30	<b>Upsell + SGD 130</b>	Upsell + SGD 30	<b>Upsell + SGD 130</b>

REFUND				
RBD	Before Journey / Unused ticket		After Journey / Partially used ticket	
	Before flight	After flight	Before flight	After flight
<b>J/C/D/Y/B/M/K/N</b>	SGD 75	<b>SGD 175</b>	SGD 75	<b>SGD 175</b>
<b>I</b>	SGD 100	<b>SGD 200</b>	SGD 100	<b>SGD 200</b>
<b>Q/T/V</b>	SGD 100	<b>SGD 200</b>	SGD 100	<b>SGD 200</b>
<b>S/H</b>	NO REFUND PERMIT	<b>NO REFUND PERMIT</b>	NO REFUND PERMIT	<b>NO REFUND PERMIT</b>

In general, once passenger call in to make cancellation/changes of his/her existing flight booking, please rebook a new/later date and process the reissue/call in airlines office for revalidation (N class above) or refund before the date shown on ticket to avoid the additional surcharge (Based on After Flight) for late processing.

If the process of the reissue or refund is made after the original departure flight/date on ticket, the penalty charges will be based on After Flight.

Here is the example.

### Original ticket

```
TKT-126XXXXXXXXXX RCI- 1B LOC-XXXXXX
OD-SINSIN SI- FCMI-5 POI-SIN DOI-01DEC19 IOI-323XXXXX
1.XXX/XXXXXX ADT S I
 1 CGK GA 866 T 13DEC0020 OK TL2MID O 13DEC13DEC
30K
 2 BKK GA 867 T 21DEC1545 OK TL2MID O 21DEC21DEC
30K
CGK GA
```

### Penalty Charges:

```
A. BEFORE FLIGHT CHARGE USD 20.00 PER TRANSACTION
B. AFTER FLIGHT CHARGE PER TRANSACTION AS BELOW
  CHARGE USD 55 FOR DEST SIN/KUL/BKK
  CHARGE USD 70 FOR DEST HKG/CAN
  CHARGE USD 120 FOR DEST SWP/BJS/SHA/
  SEL/JP/AMS/LON
//REFUND//
BEFORE JOURNEY TOTALLY UNUSED TICKETS
A. BEFORE FLIGHT CHARGE USD 60.00 PER TRANSACTION
B. AFTER FLIGHT CHARGE PER TRANSACTION AS BELOW
  CHARGE USD 95 FOR DEST SIN/KUL/BKK
  CHARGE USD 110 FOR DEST HKG/CAN
  CHARGE USD 160 FOR DEST SWP/BJS/SHA/
  SEL/JP/AMS/LON
```

### Scenario 1

Original Departure Date: 13 December 2019

Booking cancelled: 10 December 2019

Date on processing changes or refund: 12 December 2019

Above scenario, charges will be based on before flight.

Changes should charge USD20.00 per ticket and for refund will be USD60.00 per ticket

**Scenario 2**

Original Departure Date: 13 December 2019

Booking cancelled: 10 December 2019

Date on processing changes or refund: 20 December 2019

Above scenario, charges will be based on after flight.

Changes should charge USD55.00 per ticket and for refund will be USD95.00 per ticket

**Scenario 3**

Original Departure Date: 13 December 2019

Booking cancelled: 13 December 2019

Date on processing changes or refund: 20 December 2019

Above scenario, charges will be based on after flight.

Changes should charge USD55.00 per ticket and for refund will be USD95.00 per ticket

Thank you for your attention and cooperation.

Best regards,  
GA Sales Team