

New Fare Family w.e.f. 2nd July 2020

Effectives for tickets issued on/after 2nd Jul20



Main Changes from 2nd July 2020

With an aim to exert upsell effect of fare family to the utmost, more stringent provisions will be applied to the lower level of Fare Family i.e. lower RBD

- For Standard and Basic fare families, rebooking on inbound portion will become chargeable
- No Show Fee will vary by the hierarchy of fare family. Higher No- show fee will be applied to the lower level of Fare Family
- Reissue/Rebooking/Refund fees will increase for all fare families (please refer to the fare family charts)
- For Economy and Premium Economy Basic fare family, mileage upgrade entitlement will be removed

New Fare Family-Ticket Exchange & Refund

- Date changes on any fare component will have to repriced before the next action is undertaken. This is applicable not only to Discount, Basic and Standard FF** but also to Flex FF**
- Tickets issued on/before 01JUL20 or tickets reissued against partially flown tickets originally issued on/before 01JUL20 will have to comply with the old fare family rules
- In case of mixed Fare Family combination, please comply with the following principles -

Actions	Service Fee Application
Date Change on outbound	Outbound reissue fee will be applied
Date Change on inbound	inbound reissue fee will be applied
Date Change on both outbound and inbound	The most restrictive provision will be applied
Refund	The most restrictive provision will be applied
No show	Based on fare component where the no show was occurred

**FF – FARE FAMILY

New Fare Family (Red highlights w.e.f 2nd July 2020)

Fare Family NZ-TPE & Beyond Currency:NZD		Economy				Premium Economy			Business		
		精省 Discount	樂活 Basic	精緻 Standard	尊爵 Flex	樂活 Basic	精緻 Standard	尊爵 Flex	樂活 Basic	精緻 Standard	尊爵 Flex
RBD		L	N/H/Q/R	T/V/K	M/B/Y	E	A	U/W	D	C	J
Ticket Validity		3M	1Y	1Y	1Y	1Y	1Y	1Y	1Y	1Y	1Y
Combination		No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1. Baggage Allowance		Weight 20KG	30KG	30KG	35KG	35KG	35KG	35KG	40KG	40KG	40KG
		Piece 1P,23KG/P	2P,23KG/P	2P,23KG/P	2P,23KG/P	2P,28KG/P	2P,28KG/P	P,28KG/P	2P,32KG/P	2P,32KG/P	2P,32KG/P
2. Reissue Fee		160-200	80-90	50-60	Free*	80-90	50-60	Free*	80-90	50-60	Free*
3. Rebooking- outbound		160-200	80-90	50-60	Free*	80-90	50-60	Free*	80-90	50-60	Free*
4. Rebooking- Inbound		160-200	Free* 90	Free* 60	Free*	Free* 90	Free* 60	Free*	Free* 90	Free* 60	Free*
5. Refund		Not allowed	260-300	160-200	90-120	260-300	160-200	90-120	260-300	160-200	90-120
6. No Show		200-300	100-200	100-160	100-120	100-200	100-160	100-120	100-200	100-160	100-120
7. Mileage		0%	50%	80%	100%	100%	115%	125%	125%	150%	175%
8. Upgrade with mileages		No	Yes-No	Yes, update to PY only	Yes	Yes-No	Yes	Yes	/	/	/

Fare Family Trans Tasman Currency:NZD		Economy				Premium Economy			Business		
		精省 Discount	樂活 Basic	精緻 Standard	尊爵 Flex	樂活 Basic	精緻 Standard	尊爵 Flex	樂活 Basic	精緻 Standard	尊爵 Flex
RBD		L	N/H/Q/R	T/V/K	M/B/Y	E	A	U/W	D	C	J
Ticket Validity		3M	1Y	1Y	1Y	1Y	1Y	1Y	1Y	1Y	1Y
Combination		No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1. Baggage Allowance		Weight 20KG	30KG	30KG	35KG	35KG	35KG	35KG	40KG	40KG	40KG
		Piece -	-	-	-	-	-	-	-	-	-
2. Reissue Fee		150	100	50-60	Free*	100	50-60	Free*	100	50-60	Free*
3. Rebooking- outbound		150	100	50-60	Free*	100	50-60	Free*	100	50-60	Free*
4. Rebooking- Inbound		150	Free* 100	Free* 60	Free*	Free* 100	Free* 60	Free*	Free* 100	Free* 60	Free*
5. Refund		Not allowed	150	100	80-100	150	100	80-100	150	100	80-100
6. No Show		100	50-85	50-70	50-55	50-85	50-70	50-55	50-85	50-70	50-55
7. Mileage		0	50%	80%	100%	50%	80%	125%	50%	80%	100%
8. Upgrade with mileages		No	Yes-No	Yes	Yes	Yes-No	Yes	Yes	/	/	/

Upsell to Flex Fare before /after ticketing and upgrade awards

Before Ticketing

- In case the passenger is quite uncertain about out/inbound travel dates, It is a great opportunity to upsell higher Fare Families (e.g. Flex) and rebook the PNR with higher RBD even if the lower RBD has seats available

After Ticketing

- In case the passenger is quite uncertain about out/inbound travel dates, It is a great opportunity of reissuing out/inbound sectors to higher FF (e.g. Flex) even if the original RBD has seats available

Upgrade Awards

- In case the passenger is requesting to use valid upgrade awards redeemed or transferred on/after 02JUL20, please try to persuade the passenger into reissuing inbound sector to higher FF (e.g. Standard) even if the original ticketed RBD has seats available.

Benefits of Upselling higher tiers of Fare family

- Lower or Free date change/refund/no-show fees; cheaper or free seat selection fees; more baggage allowance (e.g. Y/B/M -35 KG) and fast track to elite status with more mileages for higher tiers of fare family and higher commission 😊

Thank you for your Support

China Airlines - Auckland Office

