



Name of Promo	NZ Promo Borneo & Beyond
VALID FOR SELLING / TICKETING PERIOD:	01Feb20 - 30Apr20
TRAVELLING PERIOD:	Ref travel period column
PRICING REFERENCE:	AKL-2020-P001
Authorised Agents	All NZ Agents / RB GSA Office
Rule No:	NZ01/NZ02

SPA	VALIDITY	FLIGHT RESTRICTION
QF	31-Dec-20	QF200-399, 2670-2799, 2900-9999 and 3000-9999

SECTOR	TRAVELLING PERIOD	RBD (booking class)		GROSS-COMMISSIONABLE 5%	REMARKS
		BI	QF		
AKL/CHC-QF-MEL/BNE-BWN-LON	01Feb20 - 25Mar20 13Apr20 - 04Jun20 03Aug20 - 11Sep20 28Sep20 - 30Oct20	O	O/G	OLOWNZPQ	685
		O	O/G	OL3MNZPQ	995
		V	O/G	VLOWNZPQ	735
		V	O/G	VL3MNZPQ	1,100
AKL/CHC-QF-MEL/BNE-BWN-DXB		O	O/G	OL3MNZPQ	1,100
		V	O/G	VL3MNZPQ	1,205
AKL/CHC-QF-MEL/BNE-BWN-BKI/KCH	01Feb20 - 25Mar20 13Apr20 - 18Jun20 21Jul20 - 11Sep20 28Sep20 - 30Oct20	O	O/G	OL3MNZPQ	800
		V	O/G	VL3MNZPQ	905

Tariff specific regulations for Main Market/Gross Fares

COMMISSION

MSP FARES ARE 5% COMMISSIONABLE

GENERAL BAGGAGE ALLOWANCE

Refer IATA Resolution 302. Most Significant Carrier baggage allowance to be applied. BI baggage allowance as follow:

CHECKED BAGGAGE

WITHIN BORNEO
ALL OTHER DESTINATIONS

RB SUPER SAVER	RB SAVER	RB VALUE	RB FLEXI	BUSINESS SAVER	BUSINESS
15 KG	15 KG	15 KG	15 KG	40 KG	40 KG
20 KG	25 KG	30 KG	30 KG	40 KG	40 KG

INFANT WITHOUT SEAT - 10KG

CABIN BAGGAGE

7 KG (1pc)	7 KG (1pc)	7 KG (1pc)	7 KG (1pc)	12 KG (2pc)	12 KG (2pc)
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INFANT WITHOUT SEAT - 5KG

CAT 50 (APPLICATION AND OTHER CONDITIONS)

TAXES

ALL GOVERNMENT TAXES AIRPORT / AIRPORT SURCHARGES AND OTHER FEES MUST BE COLLECTED AND SHOWN ON THE TICKET.

TICKET ON DEPARTURE

NOT PERMITTED

UNACCOMPANIED MINOR

NOR PERMITTED

SPECIAL REQUIREMENT

FOR PASSENGERS WITH SPECIAL NEEDS REQUIRING ASSISTANCE PLEASE CONTACT YOUR NEAREST BI CUSTOMER SERVICE CENTRE TO PROVIDE SPECIFIC DETAILS. A DOCTORS CERTIFICATE MAY BE REQUIRED AT A MINIMUM OF 14 DAYS PRIOR TO DEPARTURE WHERE NECESSARY. SPECIAL MEAL REQUIREMENTS FOR ALLERGIES AND MEDICAL CONDITIONS REQUIRE A MANDATORY FORM TO BE COMPLETED BEFORE CONFIRMATION. PLEASE CONTACT YOUR NEAREST BI CUSTOMER SERVICE CENTRE FOR FURTHER INFORMATION.

ROYAL BRUNEI HOLIDAYS -RBH-

EMD CAN BE ISSUED FOR ROYAL BRUNEI HOLIDAYS HOTELS/TOURS. FAILURE TO PRODUCE EMD WILL CONSTITUTE NON-PAYMENT AND WILL REQUIRE PASSENGERS TO PAY AT NON-DISCOUNTED LEVELS AND ADM WILL APPLY. RBH PACKAGES ARE TO BE TICKETED AT BI OFFICE ONLY.

GROUP BOOKINGS

FOR GROUP BOOKINGS PLEASE CONTACT YOUR NEAREST BI CUSTOMER SERVICE CENTRE. GROUP BOOKINGS ARE APPLICABLE ON ALL FIT FARE LEVELS IN THE AMF. GIT CONDITIONS APPLIES IF ANY.

GENERAL CONDITIONS

A. ALL FARES LISTED ARE NETT IN NEW ZEALAND DOLLAR - NZD - AND EXCLUDE ALL AIRPORT TAXES / FUEL SURCHARGES / ETC.
B. IT IS THE AGENTS RESPONSIBILITY TO ADVISE PASSENGERS THEIR REQUIREMENTS FOR VALID VISA DOCUMENTATION BEFORE TRAVEL AND ENSURE ALL TICKETS ARE ISSUED IN PASSENGERS FULL NAME IN ACCORDANCE WITH THEIR PASSPORT. FAILURE TO
C. A MINIMUM ADMIN FEE OF NZD25 WILL APPLY FOR UNDERCOLLECTION / INCORRECT TAXES AND FAILURE TO COMPLY WITH TICKETING CONDITIONS / IN ADDITION TO THE APPROPRIATE RE-ASSESSMENT OF DISCREPANCIES OR BREACH OF RULES.
D. ALL FLIGHTS MUST BE USED IN SEQUENCE. PASSENGERS WILL BE DENIED BOARDING FOR FLIGHTS USED OUT OF SEQUENCE AND UNUSED COUPONS WILL BE VOIDED.
BI RESERVES THE RIGHT TO AMEND FARES WITHOUT PRIOR NOTICE.

GDS ABUSE

A PENALTY OF EQUIVALENT TO USD100 PER PASSENGER PER SEGMENT WILL BE CHARGED FOR ANY GDS ABUSE. EXAMPLES OF GDS ABUSE ACTIVITIES ARE -
-PNRS CREATED ON A SPLIT ITINERARY I.E. LHRDXB-DXBWVN INSTEAD OF LHRBWN FROM THE AVAILABILITY DISPLAY
- DUPLICATE BOOKINGS MADE BY THE SAME AGENT
- FAILURE TO REMOVE OR DELETE BI HX SEGMENT FROM GDS/AGENTS PNR
- BOOKING WITH FICTITIOUS NAME
- TEST/TRAINING PNRs
- FICTITIOUS BOOKINGS
- ILLEGAL GROUP BOOKINGS I.E. CREATING MULTIPLE PNRs WITH FIVE OR FEWER PASSENGERS PER PNR

SCHEDULE CHANGE

AGENT TO CONTACT BI CUSTOMER SERVICE CENTRE TO UPDATE BOOKING WITHIN 72 HOURS

CAT 01 (ELIGIBILITY)

NIL

CAT 02 (DAY/TIME)

NIL

CAT 03 (SEASONALITY)

OUTBOUND DATE GOVERNS THE FARE/SEASON

CAT 04 (FLIGHT APPLICATION)

VALID ON BI SERVICES ONLY. NOT VALID FOR TICKETING ON CODESHARE SERVICES.
Not valid on QF flights QF flights:
QF200-399, 2670-2799, 2900-9999 and 3000-9999

CAT 05 (RESERVATIONS AND TICKETING)

ADVANCE PURCHASE -AP-

TICKET TO BE ISSUED AS PER TICKETING TIME LIMIT BELOW OR LATEST AT THE NUMBER OF DAYS BEFORE DEPARTURE AS PER FARE TYPE APPLIED - WHICHEVER IS EARLIER. E.G. AP7 - ADVANCE PURCHASE FARE IS NOT VALID WITHIN 7 DAYS OF DEPARTURE.

TICKETING TIME LIMIT -TTL-

All Classes except: D,W,X,Q,S,O
Booking made between 0 to 6 days before departure = immediately after booking confirmed
Booking made between 7 to 14 days before departure = 3 days after booking confirmed
Booking made between 15 to 28 days before departure = 7 days after booking confirmed
Booking made between 29 to 51 days before departure = 21 days before flight departure
Booking made between 52 days before departure or more = 30 days after booking confirmed

For D,W,X,Q,S,O classes
Booking made between 0 to 6 days before departure = immediately after booking confirmed
Booking made between 7 to 14 days before departure = 3 days after booking confirmed
Booking made between 15 days before departure or more = 7 days after booking confirmed

BI RESERVES THE RIGHT TO ADJUST THE TICKETING TIME LIMIT DEPENDING ON SEASONALITY OR FLIGHT SITUATION WITH PRIOR NOTICE.

DUE TO AUTOMATED TICKETING DEADLINE CONTROL DIFFERENCE COULD EXIST BETWEEN THE FARE RULE LAST TICKETING DATE AND THE SYSTEM GENERATED TICKETING DEADLINE MESSAGE. THE MOST RESTRICTIVE DEADLINE APPLIES.

OPEN RETURN

NOT PERMITTED

CAT 06 (MINIMUM STAY)

NO MINIMUM STAY

CAT 07 (MAXIMUM STAY)

MAXIMUM STAY AS PER FARE BASIS E.G. NE6M IS VALID FOR SIX (06) MONTHS. BOOKING CLASS (RBD) AS PER FARE SHEET.

CAT 08 (STOPOVERS)

STOPOVER

STOPOVERS MAY BE TAKEN AT ANY TIME ON THE TICKETED ITINERARY.

MAXIMUM 2 STOPOVERS FOR THE ENTIRE JOURNEY PERMITTED FOC. ADDITIONAL STOPOVER CHARGEABLE AT **NZD100.**

INVOLUNTARY STOPOVER DUE TO NO IMMEDIATE CONNECTION IS PERMITTED BUT PAX MUST HOLD CONFIRMED BOOKING FOR THE FIRST IMMEDIATE CONNECTING FLIGHT AND NO CHANGE IS PERMITTED

For SPA fares stopover in MEL is permitted, transit visa at passenger's own expense.

Any expenses occurred during stopover to be borne by passengers and at their own arrangement

NOTE - PASSENGER IS RESPONSIBLE FOR ALL ASSOCIATED COSTS AND VISA REQUIREMENTS IN THE COUNTRY WHERE THE STOP OCCURS.

STPC/DAYUSE

STPC PROVIDED IN BWN WHERE **NO SAME DAY CONNECTION** (WITHIN 24HOURS) IS AVAILABLE AND TRANSIT TIME IS **MORE THAN 8 HOURS.**

DAY-USE PROVIDED IN BWN FOR **SAME DAY CONNECTION** WITH LONG TRANSIT TIME OF **MORE THAN 8 HOURS.**

NOTE - ON TWIN SHARING WHERE POSSIBLE.

PASSENGER MUST HOLD VALID THROUGH CHECK-IN BOARDING PASS FROM ORIGINATING STATION.

PLEASE CONTACT BI CUSTOMER SERVICE CENTRE TO BOOK STPC OR DAYUSE.

NOTE - PASSENGER IS RESPONSIBLE FOR VISA REQUIREMENTS IN THE COUNTRY WHERE THE STOP OCCURS.

CAT 09 (TRANSFER)

NIL

CAT 10 (COMBINATIONS)

COMBINATIONS

PERMITTED PROVIDED OUTBOUND AND INBOUND TRAVEL IS ON BI.

MIXED CLASS WITHIN THE SAME CABIN AND DIFFERENT CABIN PERMITTED. CHARGE HALF OF EACH APPLICABLE ROUND TRIP FARE.

MAXIMUM STAY IS BASED ON THE MOST RESTRICTIVE FARE BASIS.

BAGGAGE ALLOWANCE APPLIES AS PER BOOKING CLASS IN EACH DIRECTION OF TRAVEL.

OPEN JAW

PERMITTED PROVIDED OUTBOUND AND INBOUND TRAVEL IS ON BI.

FARES MAY BE COMBINED ON A HALF ROUND TRIP BASIS TO FORM SINGLE OPEN JAWS.

END-ON-END

NIL

CAT 12 (SURCHARGES)

YQ/Q SURCHARGE

BI RESERVES THE RIGHT TO CHANGE SURCHARGES AS APPROPRIATE - IF APPLICABLE.

CAT 13 (ACCOMPANIED TRAVEL)

NIL

CAT 14 (TRAVEL RESTRICTIONS)

TRAVEL PERIOD

01Feb20 - 25Mar2013Apr20 - 04Jun2003Aug20 - 11Sep2028Sep20 - 30Oct20

CAT 15 (SALES RESTRICTIONS)

SELLING PERIOD

0

POINT OF SALE

RESTRICTED TO BOOKINGS TICKETED USING **BI STOCK (672) ONLY.**

BSP PAYMENT

BSP SELF TICKETING AGENTS ARE ALLOWED TO ISSUE TICKET IF FACILITY AVAILABLE BUT MUST ADHERE TO THE LOCAL SELF-TICKETING REQUIREMENTS.

CREDIT CARD PAYMENT

BI DOES NOT ACCEPT THE RECHARGING OF CREDIT CARD MERCHANT FEES. RECHARGING OF MERCHANT FEES WILL RESULT IN AN ADM FOR THE FEE PLUS ADMIN CHARGE.

CREDIT CARD NUMBER MUST NOT APPEAR IN THE FORM OF PAYMENT BOX OR ANYWHERE ON THE TICKET AT ANY TIME.

CAT 16 (PENALTIES)

CANCELLATIONS/REFUND

Before Departure / Fully Unutilised

RB SUPER SAVER	RB SAVER	RB VALUE	RB FLEXI	BUSINESS SAVER	BUSINESS
#REF!	#REF!	#REF!	#REF!	#REF!	#REF!
Not permitted except for taxes	NZD175	NZD175	NZD175	NZD175	NZD175
Not permitted except for taxes	Not permitted except for taxes	NZD175	NZD175	Not permitted except for taxes	NZD175

After Departure / Partially Utilised

FOR ANY REFUND OF MIXED CLASS TICKET - THE REFUND CONDITIONS OF THE MOST RESTRICTIVE FARE WILL APPLY.

REFUNDS PERMITTED WITHIN A YEAR OF TICKET ISSUANCE DATE.

FOR PARTIAL REFUNDS - TICKET WILL BE RE-ASSESSED BASED ON ONE-WAY FARE IN SAME RBD. IF ONE-WAY FARE IN THE SAME RBD IS NOT AVAILABLE THE NEAREST HIGHER RBD ONE-WAY FARE WILL APPLY.

PARTIAL REFUND OF GV AND IT/TBF TICKETS ARE NOT PERMITTED EXCEPT FOR AIRPORT TAXES.

FOR NON-REFUNDABLE FARES - FUEL AND INSURANCE SURCHARGES ARE NON-REFUNDABLE.

WHERE REFUND APPLIES FOR AIRPORT TAXES ONLY - A PROCESSING FEE OF NZD60 APPLIES. IF THE VALUE OF THE TAXES ARE LOWER THAN THE PROCESSING FEE THERE WILL BE NIL REFUND VALUE.

RESERVATION CHANGES

#REF!	#REF!	#REF!	#REF!	#REF!	#REF!
NZD200	NZD100	NZD50	FOC	NZD100	FOC

THE CHANGE FEE APPLIES PER FARE COMPONENT. WHEN MORE THAN ONE FARE COMPONENT IS CHANGED THE HIGHEST PENALTY OF ANY OF THE CHANGED FARE COMPONENTS WILL APPLY.

INFANT RESERVATION CHANGE FEE IS NIL. Fare difference and re-issuance fee still applies, if any.

BEFORE DEPARTURE OF JOURNEY / FULLY UNUTILISED -

ITINERARY MUST BE RE-PRICED TO A CURRENT FARE EFFECTIVE ON THE DATE OF REISSUE. CHANGE FEE AND FARE DIFFERENCE APPLIES IF ANY.

IF THE NEW FARE IS LOWER THAN THE ORIGINAL FARE - NO RESIDUAL VALUE WILL BE REFUNDED.

AFTER DEPARTURE OF JOURNEY / PARTIALLY UTILISED -

ITINERARY MUST BE RE-PRICED USING HISTORICAL FARE IN EFFECT ON THE ORIGINAL DATE OF TICKET ISSUANCE. CHANGE FEE AND FARE DIFFERENCE APPLIES IF ANY.

IF THE NEW FARE IS LOWER THAN THE ORIGINAL FARE - NO RESIDUAL VALUE WILL BE REFUNDED.

NO SHOW

#REF!	#REF!	#REF!	#REF!	#REF!	#REF!
NZD110	NZD110	NZD110	NZD110	NZD220	NZD220

A NO SHOW FEE APPLIES FOR PASSENGERS WHO FAIL TO ADVISE THE AIRLINE OF THEIR INTENTION NOT TO TRAVEL AT LEAST **4 HOURS** PRIOR TO THE SCHEDULED DEPARTURE TIME.

INFANT NO SHOW FEE IS FOC. Fare difference and re-issuance fee still applies, if any.

Service Fee

SERVICE FEE OF NZD45 APPLIES FOR RESERVATION CHANGES MADE AT BI CUSTOMER SERVICE CENTRE IN NEW ZEALAND. Through Website / "Manage My Booking"; FOC

LOCAL SERVICE FEE APPLIES AT BI CUSTOMER SERVICE CENTRES WORLDWIDE.

NAME CHANGES

NOT PERMITTED.

ONLY APPLICABLE FOR INCORRECT SPELLING. TICKET MUST BE RE-ISSUED AND A NAME CHANGE FEE OF NZD200 WILL APPLY.

PASSPORT TO BE PRESENTED TO BI CUSTOMER SERVICE CENTRE FOR VERIFICATION. ALL TICKETS TO BE ISSUED IN FULL NAME AS SHOWN IN PASSPORT.

RE-ROUTING

NOT PERMITTED

CAT 17 (HIP AND MILEAGE EXCEPTIONS)

NIL

CAT 18 (TICKET ENDORSEMENTS)

NZ PROMO/NON TRNSF/ SPA BI QF/NO CDE-SHRE FLTS

CAT 19 (CHILDREN AND INFANT DISCOUNTS)

CHD / INF (QF)

All Economy and Business Class fares: Child paying 80% from adult fares

All Economy and Business Class fares : No infant discount and to apply infant published rate. Only one (1) infant per adult (aged 18yrs and over) traveling allowed.

Please refer to SPA Tariff for SPA Fares for child and infant discount

NOTES FOR CHILD & INFANT

CHILD (CNN)

TICKET DESIGNATOR - CH

MUST BE ACCOMPANIED ON ALL FLIGHTS IN SAME COMPARTMENT BY ADULT 18 OR OLDER.

INFANT WITHOUT SEAT (INF)

TICKET DESIGNATOR - IN

MUST BE ACCOMPANIED ON ALL FLIGHTS IN SAME COMPARTMENT BY ADULT 18 OR OLDER.

WHEN INFANT REACHES 2 YEARS OF AGE ON/BEFORE DEPARTURE FROM POINT OF TURNAROUND A SEAT MUST BE BOOKED ON

THE RETURN LEG AND THE APPLICABLE CHILD FARE CHARGED ON A HALF ROUND TRIP BASIS WITH OUTBOUND INFANT FARE.

INFANT WITH SEAT (INS)

TICKET DESIGNATOR - CH

MUST BE ACCOMPANIED ON ALL FLIGHTS IN SAME COMPARTMENT BY ADULT 18 OR OLDER.

ONLY 1 INFANT PER ADULT TRAVELLING ALLOWED.
CHILD /INFANT DATE OF BIRTH MUST BE INSERTED UPON BOOKING.
INFANT NOSHOW/CHANGES/REFUND/NAME CHANGE FEES MAY APPLY.