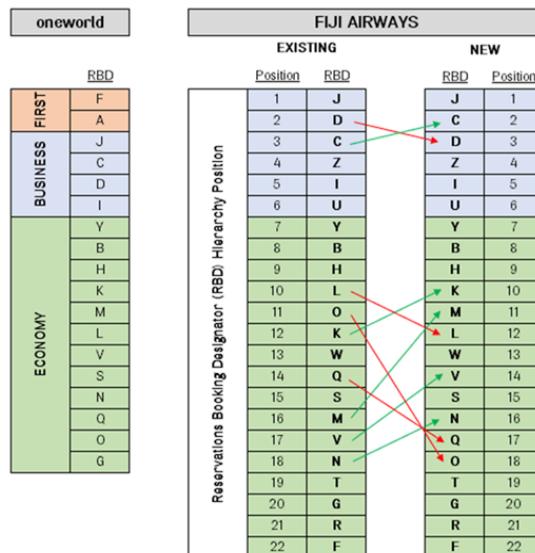


Fiji Airways Fare Class Restructuring

As part of Fiji Airways joining **Oneworld** Alliance, FJ will be aligning our booking class structure with all other **Oneworld** member airlines. Our new RBD structure will be effective from 1600 AEDST (05:00 GMT) on 3rd February 2025, for travel on or after 1st May 2025. Fiji Link classes will also align.

- Two (2) RBD changes in Business class
- Seven (7) RBD changes in Economy class



What's changing?

The hierarchy of booking classes, see example below, fares are just an example/guide to show there is no difference in pricing. All fares will be controlled by footnote filing.

Current Fare Class Alignment (before FCR)				New Fare Class Alignment (after FCR)																																																																																																																																																																																																																															
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Do I have to pay more if I want to change my travel dates?

- ATC (Automatic Ticket Changer) will be used to reissue or refund
- Ticket must be equal or higher than original fare
 - Before FCR old RBD hierarchy N-RBD to V-RBD, pay reissue fee + fare difference
 - After FCR new RBD hierarchy O-RBD to Q-RBD, pay reissue fee + fare difference
 - Ticket issued in old RBD hierarchy and reissued in new RBD hierarchy
 - Ticket issued in N-RBD and reissued to O-RBD, pay reissue fee
 - Ticket is issued in N-RBD and reissued to Q-RBD, pay reissue fee + fare difference

How will the new structure compare with existing structure?

- Inventory availability Before FCR (for travel on/before 30Apr25)

```
> an01MayLAXNAN/AFJ

AN01MAYLAXNAN/AFJ
** FIJI AIRWAYS - AN ** NAN NADI.FJ 101 TH 01MAY 0000
 1  FJ 811  J9 D9 C5 ZL I2 UL Y9 /LAX B NAN 2355 0545+2E0/359 IR 10:50
    B9 H9 L9 O9 K9 W9 Q9 S9 M9 V9 N9 T9 GL R9 F9 P9 A9 X1 E9
```

- Inventory availability After FCR (for travel on/after 01May25)

```
> an01maylaxnan/afj

AN01MAYLAXNAN/AFJ
** FIJI AIRWAYS - AN ** NAN NADI.FJ 101 TH 01MAY 0000
 1  FJ 811  J9 C9 D9 Z5 I5 UL Y9 /LAX B NAN 2355 0545+2E0/359 10:50
    B9 H9 K9 M9 L9 W9 V9 S9 N9 Q9 O9 T9 R9 F9 P9 A9 X9 E9 GL
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What is FCR?

FCR is the abbreviation for Fares Class Realignment of Fiji Airways (FJ) fare class structure.

Why does FJ need to change the class structure?

As part of Fiji Airways joining **oneworld** Alliance, FJ will align its booking class structure with that of all other **oneworld** member airlines.

When will the change take place?

Revised fare class structure will be implemented on 3rd February 2025 effective for travel on/after 1st May 2025. Flight departure on 2nd February 2025, will continue to use old fare class structure

FREQUENTLY ASKED QUESTIONS

- **What will happen on 03FEB25**
FCR execution is expected to start at 1600 AEDST (0500 GMT) on 03FEB25 and is expected to be completed by 0400 AEDST 04FEB25. During this period the new class structure will be uploaded to the GDS reservation system for flights departing on or after 01MAY25 and existing bookings with FJ marketed and operated flights will be changed.
- **What will happen to existing bookings after 03FEB25?**
 - **UNTICKETED**
 - All existing bookings not ticketed that have sectors travelling on or after 03FEB25 and are booked on the old fare class structure will not change to the new fare class structure as per mapping on 03FEB25.
 - They will only change if you need to make amendments to the booking.
 - Use backdated pricing entry to price
 - Consider any tax change
 - **TICKETED**
 - Tickets already issued prior to 03FEB25 with sectors containing travel after 01MAY25, will not be rebooked to new RBDs after 03FEB25.
 - Impacted booking classes will require a ticket reissue and will queue to the booking agent.
 - There will be no cost to the agent, or the customer and all original fare conditions will remain.
- **Is there a requirement to re-send reissued ticket to customer?** Yes as tickets will be reissued to new booking classes.
- **Will there be an impact on fare guarantee due to reissue on booking?** No.
- **Is there a requirement to collect any difference in fare or penalties if ticket already issued and travels as ticketed?** No. All conditions of the ticketed fare will remain unchanged.
- **Are all PNR booked for travel beyond 01MAY25 impacted by this change?**
No impact to existing bookings for travel beyond 01MAY25 unless you need to make a change to the booking.
- **What is the estimated time and duration for this exercise?**
Fare Class Realignment process is expected to start at 1600 AEDST (0500 GMT) on 03FEB25 and is expected to be completed by 0400 AEDST on 04FEB25.
- **What is the potential impact on availability or sale as a result of this process?**
There should be no outage so you will be able to continue to sell.
- **Can the agents retrieve bookings and issue tickets and effect amendment during this time through GDS?**
Agents can retrieve bookings, make amendments and issue or reissue tickets.
- **How will FCR impact on Codeshare bookings when FJ is marketing carrier?**
Codeshare PNRs will be rebooked if there is an impact to the booking class as a result of the change. Impacted booking classes will require a ticket reissue and will queue to the booking agent.

- **How will FCR impact on interline bookings?**
 - FJ segments on interline bookings and issued tickets, these DO NOT need to be reissued or revalidated.
 - Existing Tickets – remain untouched.
 - Impacted booking classes will require a ticket reissue and will queue to the booking agent.
- **Will there be an impact on special requests (Meals, seat, SSR, OSI) originally booked on segments for travel beyond 25?**

No. All special requests booked in the original segment will be rebooked.
- **Will there be a fare change after FCR on 03FEB25?**

No. Fares will remain the same, only the impacted RBDs will change.
- **For PNR's created before 03FEB25 for travel beyond 01MAY25, will pricing and ticketing be allowed after 03FEB25?**

Yes. On 03FEB25 reservations can be rebooked as per new FCR. Ticketing to be done as per new RBD.
- **For changes on a ticket with travel after 01MAY25 and ticketed before 03FEB25,**
 - OPEN Coupons (UNUSED)
 - Check rule of original ticket for change, book in new RBD.
 - Obtain applicable fare effective 03FEB25 for new RBD.
 - Any penalties or ADCOL, Reissue fee will be applied.
- **What are the online services which would be unavailable during the outage?**

All online services will be available for use during this time.
- **When will the fares for new class structure be implemented?**

Fares will start to be reflected on GDS on 03FEB25 and be completed by 0400 AEDST on 04FEB25
- **GDS Queue Handling**
 - For GDS – Sabre, Travelport, they will have the cancelled segments in the PNR history but in the face of the PNR will show a confirmed (HK) segment and this will be queued to the booking agent's queue.
 - In the process of PNRs being cancelled and rebooked by the FJ host system, a HX will be generated to the segments holding the old RBD. All agents are requested to action/clear the respective GDS reject queues in order to avoid receiving debit memos for not removing HX segments.