

Service Document – Excess Baggage by Weight and Lounge services

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1 Vistara Ancillary services

Vistara introduces automated ancillary services which our travel partners can now offer to their valuable customers on Amadeus GDS.

2 Features and Functionalities

- *All services will be issued through EMD-A document type.*
- *EMD's can be voided till midnight on the day of issuance only.*
- *EMD refunds can be cancelled till midnight on the day of issuance only.*
- *EMD's cannot be exchanged / re-issued currently.*
- *Services must be purchased in the assigned time limit and are subject to auto cancellation.*
- *EMD's cannot be issued for infants.*
- *Issuance of manual EMD's is not permitted and will be subject to ADM's.*
- *PNRs must be priced before adding/pricing any service.*
- *PNRs must be ticketed before issuing any service.*
- *Same service/SSR cannot be added or issued again till the time EMD is voided or refunded and SSR deleted.*
- *Baggage related procedures will remain as per respective country's policies.*
- *The prices will get clubbed in 1 EMD for any service if SSR is incorporated for the entire journey (if applicable).*
- *For customers embarking on a journey originating or terminating in an airport located in the State of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura or Bagdogra in West Bengal, the GST exemption will apply to/from the following airports: DIB, GAU, JRH, IXI, IXS, TEZ, IMF, SHL, AJL, DMU, IXA, IXB, DEP, IXT, IXV, TEI, ZER, RUP, IXH, IXN and IXQ which means that any customer traveling to/from the above airports is not liable to pay K3 tax for any ancillary service (except Lounge service).*
- *GST tax (K3) of 5% for travel in Economy class and 12% for travel in Premium Economy or Business class will be collected respectively on the EMD document for domestic journeys and journeys commencing Ex-India.*
- *All service prices are inclusive of taxes.*
- *Any service/price is subject to withdrawal or change at any time without any prior notice.*
- *EMD's cannot be issued on Interline/Codeshare PNRs.*

- EMD refunds should not be processed and will be subject to ADM's. For any special requests, please speak to UK sales representative.

3 Service – Extra baggage (weight concept)

Service description and purpose:

These baggage services can be offered to customers who wish to buy/carry additional baggage apart from the entitled baggage allowance.

This service applies to destinations where Weight concept baggage rules apply e.g. Within India and SIN,BKK,DXB,CMB,DAC,DOH,SHJ,KTM currently. Additional sectors will keep getting added as and when operations commence.

The customers can be offered discounted rates up to 6 hours before departure and non-discounted rates within D-6 till D-2 hrs. of flight departure.

The prices are filed in both INR (for within India journeys) and USD (for International destinations) and will be converted in local currency depending on the point of sale upon EMD issuance.

The prices have been filed on O&D basis e.g. for a customer travelling from HYD-DEL-SIN (with connecting flight in Delhi within 24hrs.) will be charged only once for the entire portion and will be provided through check-in at airport. If the connecting flight is above 24hrs. then per segment price will be charged.

Service requires specific mandatory text followed by the SSR to obtain the correct price for the respective range.

As prices are subject to change at any time without any prior notice, always price the respective baggage range on the system and advice customers accordingly to obtain the correct price.

Extra baggage can be purchased in 12 categories and is sold/distributed through a common SSR code :

SSR Code – XBAG

Discounted prices (for within India journeys) are listed below.

RFISC	Description	Mandatory text	Timeline for sale	Price
OCW	Excess baggage between 1-5 kg	TTL5KG1PC	Before D-6 hrs.	INR 2000
OCZ	Excess baggage between 6-10 kg	TTL10KG1PC	Before D-6 hrs.	INR 3500
OC2	Excess baggage between 11 - 15 kg	TTL15KG1PC	Before D-6 hrs.	INR 5000
OC5	Excess baggage between 16 - 20 kg	TTL20KG1PC	Before D-6 hrs.	INR 7500
OC4	Excess baggage between 21 - 25 kg	TTL25KG1PC	Before D-6 hrs.	INR 9500

0FL	Excess baggage between 26 - 30 kg	TTL30KG1PC	Before D-6 hrs.	INR 11500
0C7	Excess baggage between 31 - 35 kg	TTL35KG1PC	Before D-6 hrs.	INR 13000
0C9	Excess baggage between 36 - 45 kg	TTL45KG1PC	Before D-6 hrs.	INR 16800
0I7	Excess baggage between 46 - 55 kg	TTL55KG1PC	Before D-6 hrs.	INR 20600
0GY	Excess baggage between 56 - 65 kg	TTL65KG1PC	Before D-6 hrs.	INR 24300
0GX	Excess baggage between 66 - 80 kg	TTL80KG1PC	Before D-6 hrs.	INR 30000
0GZ	Excess baggage between 81 - 96 kg	TTL96KG1PC	Before D-6 hrs.	INR 36000

Non-Discounted rates (for within India journeys) are listed below.

RFISC	Description	Mandatory text	Timeline for sale	Price
0CW	Excess baggage between 1-5 kg	TTL5KG1PC	Within D-6 hrs. till D-2 hrs.	INR 2500
0CZ	Excess baggage between 6-10 kg	TTL10KG1PC	Within D-6 hrs. till D-2 hrs.	INR 5000
0C2	Excess baggage between 11 - 15 kg	TTL15KG1PC	Within D-6 hrs. till D-2 hrs.	INR 7500
0C5	Excess baggage between 16 - 20 kg	TTL20KG1PC	Within D-6 hrs. till D-2 hrs.	INR 10000
0C4	Excess baggage between 21 - 25 kg	TTL25KG1PC	Within D-6 hrs. till D-2 hrs.	INR 12500
0FL	Excess baggage between 26 - 30 kg	TTL30KG1PC	Within D-6 hrs. till D-2 hrs.	INR 15000
0C7	Excess baggage between 31 - 35 kg	TTL35KG1PC	Within D-6 hrs. till D-2 hrs.	INR 17500
0C9	Excess baggage between 36 - 45 kg	TTL45KG1PC	Within D-6 hrs. till D-2 hrs.	INR 22500
0I7	Excess baggage between 46 - 55 kg	TTL55KG1PC	Within D-6 hrs. till D-2 hrs.	INR 27500
0GY	Excess baggage between 56 - 65 kg	TTL65KG1PC	Within D-6 hrs. till D-2 hrs.	INR 32500
0GX	Excess baggage between 66 - 80 kg	TTL80KG1PC	Within D-6 hrs. till D-2 hrs.	INR 40000
0GZ	Excess baggage between 81 - 96 kg	TTL96KG1PC	Within D-6 hrs. till D-2 hrs.	INR 48000

Discounted rates (for relevant International destinations except SHJ sector) are listed below.

RFISC	Description	Mandatory text	Timeline for sale	Price
0CW	Excess baggage between 1-5 kg	TTL5KG1PC	Before D-6 hrs.	USD 50
0CZ	Excess baggage between 6-10 kg	TTL10KG1PC	Before D-6 hrs.	USD 100
0C2	Excess baggage between 11 - 15 kg	TTL15KG1PC	Before D-6 hrs.	USD 150
0C5	Excess baggage between 16 - 20 kg	TTL20KG1PC	Before D-6 hrs.	USD 200
0C4	Excess baggage between 21 - 25 kg	TTL25KG1PC	Before D-6 hrs.	USD 275
0FL	Excess baggage between 26 - 30 kg	TTL30KG1PC	Before D-6 hrs.	USD 330
0C7	Excess baggage between 31 - 35 kg	TTL35KG1PC	Before D-6 hrs.	USD 385
0C9	Excess baggage between 36 - 45 kg	TTL45KG1PC	Before D-6 hrs.	USD 495
0I7	Excess baggage between 46 - 55 kg	TTL55KG1PC	Before D-6 hrs.	USD 605
0GY	Excess baggage between 56 - 65 kg	TTL65KG1PC	Before D-6 hrs.	USD 715
0GX	Excess baggage between 66 - 80 kg	TTL80KG1PC	Before D-6 hrs.	USD 880
0GZ	Excess baggage between 81 - 96 kg	TTL96KG1PC	Before D-6 hrs.	USD 1056

Non-Discounted rates (for International destinations except SHJ sector) are listed below:

RFISC	Description	Mandatory text	Timeline for sale	Price
0CW	Excess baggage between 1-5 kg	TTL5KG1PC	Within D-6 hrs. till D-2 hrs.	USD 60
0CZ	Excess baggage between 6-10 kg	TTL10KG1PC	Within D-6 hrs. till D-2 hrs.	USD 120
0C2	Excess baggage between 11 - 15 kg	TTL15KG1PC	Within D-6 hrs. till D-2 hrs.	USD 180
0C5	Excess baggage between 16 - 20 kg	TTL20KG1PC	Within D-6 hrs. till D-2 hrs.	USD 240
0C4	Excess baggage between 21 - 25 kg	TTL25KG1PC	Within D-6 hrs. till D-2 hrs.	USD 300
0FL	Excess baggage between 26 - 30 kg	TTL30KG1PC	Within D-6 hrs. till D-2 hrs.	USD 360
0C7	Excess baggage between 31 - 35 kg	TTL35KG1PC	Within D-6 hrs. till D-2 hrs.	USD 420
0C9	Excess baggage between 36 - 45 kg	TTL45KG1PC	Within D-6 hrs. till D-2 hrs.	USD 540
0I7	Excess baggage between 46 - 55 kg	TTL55KG1PC	Within D-6 hrs. till D-2 hrs.	USD 660
0GY	Excess baggage between 56 - 65 kg	TTL65KG1PC	Within D-6 hrs. till D-2 hrs.	USD 780
0GX	Excess baggage between 66 - 80 kg	TTL80KG1PC	Within D-6 hrs. till D-2 hrs.	USD 960
0GZ	Excess baggage between 81 - 96 kg	TTL96KG1PC	Within D-6 hrs. till D-2 hrs.	USD 1152

Discounted rates (for SHJ sector) are listed below.

RFISC	Description	Mandatory text	Timeline for sale	Price
0CW	Excess baggage between 1-5 kg	TTL5KG1PC	Before D-6 hrs.	USD 40
0CZ	Excess baggage between 6-10 kg	TTL10KG1PC	Before D-6 hrs.	USD 70
0C2	Excess baggage between 11 - 15 kg	TTL15KG1PC	Before D-6 hrs.	USD 105
0C5	Excess baggage between 16 - 20 kg	TTL20KG1PC	Before D-6 hrs.	USD 140
0C4	Excess baggage between 21 - 25 kg	TTL25KG1PC	Before D-6 hrs.	USD 175
0FL	Excess baggage between 26 - 30 kg	TTL30KG1PC	Before D-6 hrs.	USD 210
0C7	Excess baggage between 31 - 35 kg	TTL35KG1PC	Before D-6 hrs.	USD 385
0C9	Excess baggage between 36 - 45 kg	TTL45KG1PC	Before D-6 hrs.	USD 495
0I7	Excess baggage between 46 - 55 kg	TTL55KG1PC	Before D-6 hrs.	USD 605
0GY	Excess baggage between 56 - 65 kg	TTL65KG1PC	Before D-6 hrs.	USD 715
0GX	Excess baggage between 66 - 80 kg	TTL80KG1PC	Before D-6 hrs.	USD 880
0GZ	Excess baggage between 81 - 96 kg	TTL96KG1PC	Before D-6 hrs.	USD 1056

Non-Discounted rates (for SHJ sector) are listed below.

RFISC	Description	Mandatory text	Timeline for sale	Price
OCW	Excess baggage between 1-5 kg	TTL5KG1PC	Within D-6 hrs. till D-2 hrs.	USD 45
OCZ	Excess baggage between 6-10 kg	TTL10KG1PC	Within D-6 hrs. till D-2 hrs.	USD 90
OC2	Excess baggage between 11 - 15 kg	TTL15KG1PC	Within D-6 hrs. till D-2 hrs.	USD 135
OC5	Excess baggage between 16 - 20 kg	TTL20KG1PC	Within D-6 hrs. till D-2 hrs.	USD 180
OC4	Excess baggage between 21 - 25 kg	TTL25KG1PC	Within D-6 hrs. till D-2 hrs.	USD 225
OFL	Excess baggage between 26 - 30 kg	TTL30KG1PC	Within D-6 hrs. till D-2 hrs.	USD 270
OC7	Excess baggage between 31 - 35 kg	TTL35KG1PC	Within D-6 hrs. till D-2 hrs.	USD 420
OC9	Excess baggage between 36 - 45 kg	TTL45KG1PC	Within D-6 hrs. till D-2 hrs.	USD 540
OI7	Excess baggage between 46 - 55 kg	TTL55KG1PC	Within D-6 hrs. till D-2 hrs.	USD 660
OGY	Excess baggage between 56 - 65 kg	TTL65KG1PC	Within D-6 hrs. till D-2 hrs.	USD 780
OGX	Excess baggage between 66 - 80 kg	TTL80KG1PC	Within D-6 hrs. till D-2 hrs.	USD 960
OGZ	Excess baggage between 81 - 96 kg	TTL96KG1PC	Within D-6 hrs. till D-2 hrs.	USD 1152

Booking process :

Example : PNR for 1 Business class customer traveling from BOM-DEL.

```

--- TST RLR ---
RP/DELUK08AA/DELUK08AA          VP/SU  27DEC20/1445Z  5L8YWS
  1.KAUSHAL/VARUN MR
  2  UK 930 D 29JAN 5 BOMDEL HK1 0645 2 0730 0940  *1A/E*
  3 AP DEL +919289228888 - VISTARA RESERVATIONS - A
  4 TK OK27DEC/DELUK08AA//ETUK
  5 FA PAX 228-2403584165/ETUK/INR25901/27DEC20/DELUK08AA/140915
    34/S2

```

Entry:

We first incorporate the service as per customers requirement through the entry:

SRXBAG-TTL5KG1PC/S2

```

--- TST RLR ---

```

RP/DELUK08AA/DELUK08AA VP/SU 27DEC20/1446Z 5L8YWS
 1.KAUSHAL/VARUN MR
 2 UK 930 D 29JAN 5 BOMDEL HK1 0645 2 0730 0940 *1A/E*
 3 AP DEL +919289228888 - VISTARA RESERVATIONS - A
 4 TK OK27DEC/DELUK08AA//ETUK
 5 /SSR XBAG UK HK1 TTL5KG1PC/S2
 6 OPW-23DEC:2216/1C14/UK REQUIRES DOCUMENT ON OR BEFORE
 27DEC:2216/E5
 7 OPC-27DEC:2216/1C16/UK CANCELLATION DUE TO NO DOCUMENT/E5
 8 FA PAX 228-2403584165/ETUK/INR25901/27DEC20/DELUK08AA/140915
 34/S2

Price the services with FXG command :

FXG/L5

PASSENGER	PTC	-----						
OC	SRV	NP	PR	FLGT	DATE	(INR)FARE	TAX	TOTAL
01	KAUSHAL/VARUN	M	ADT					
OCW	XBAG	1	UK930	29JAN	INR2000			INR 2000

Update FOP and then issue EMDs after end transact.

TTM/RT

OK EMD

--- TST TSM RLR ---
 RP/DELUK08AA/DELUK08AA VP/SU 27DEC20/1448Z 5L8YWS
 1.KAUSHAL/VARUN MR
 2 UK 930 D 29JAN 5 BOMDEL HK1 0645 2 0730 0940 *1A/E*
 3 AP DEL +919289228888 - VISTARA RESERVATIONS - A
 4 TK OK27DEC/DELUK08AA//ETUK
 5 /SSR XBAG UK HK1 TTL5KG1PC/S2
 6 FA PAX 228-2403584165/ETUK/INR25901/27DEC20/DELUK08AA/140915
 34/S2
 7 FA PAX 228-9800075392/DTUK/INR2000/27DEC20/DELUK08AA/1409153
 4/E5

System picks up the relevant price for the range (as sale made before 6 hrs. before flight departure).

Further break up can be seen in the EMD images :

EWD/L7

EMD-2289800075392 TYPE-A SYS-1A LOC-5L8YWS
 INT-D FCI-0 0 POI-DEL DOI-27DEC20 IOI-14091534
 PAX- KAUSHAL/VARUN MR ADT
 RFIC-C BAGGAGE
 REMARKS-
 CPN-1 RFISC-0CW UK BOMDEL S-O
 DESCRIPTION-EXCESS BAGGAGE BETWEEN 1 - 5 KGS
 NON-INTERLINEABLE
 PRESENT TO-

PRESENT AT-
 ICW-2282403584165E1 (A)
 EXCESS BAGGAGE- 5 K RATE PER UNIT-INR 0
 SERVICE REMARKS-05
 FARE F INR 1785
 EXCH VAL INR 2000 RFND VAL
 TAX-01 X K3 215
 TOTAL INR 2000
 /FC BOM UK DEL1785INR1785END

Note: Instead of adding the service manually by creating SSR segment, the user can also use Book & Price functionality (FWK) to book and price the service from ancillary catalogue.

To book and price the service, use this entry >FWKn-formatted text (where n is line number)

FXK

PASSENGER	PR	FROM-TO	C	SC	SRV	PTC	BKM	(INR)	TOTAL	AV
FLIGHT RELATED										
001	P1	UK BOM-DEL	F	0C2	XBAG	ADT	SSR	INR5000		OK
		EXCESS BAGGAGE	11	TO 15 KG	-					
002	P1	UK BOM-DEL	F	0C4	XBAG	ADT	SSR	INR9500		OK
		STD BAG1 EXCESS	BAGGAGE	21	TO 25KG	-				
003	P1	UK BOM-DEL	F	0C5	XBAG	ADT	SSR	INR7500		OK
		EXCESS BAGGAGE	16	TO 20KG	-					
004	P1	UK BOM-DEL	F	0C7	XBAG	ADT	SSR	INR13000		OK
		EXCESS BAGGAGE	31	TO 35KG	-					
005	P1	UK BOM-DEL	F	0C9	XBAG	ADT	SSR	INR16800		OK
		EXCESS BAGGAGE	36	TO 45KG	-					
006	P1	UK BOM-DEL	F	0CW	XBAG	ADT	SSR	INR2000		OK
		EXCESS BAGAGGE	UP	TO 5KG	-					
007	P1	UK BOM-DEL	F	0CZ	XBAG	ADT	SSR	INR3500		OK
		EXCESS BAGGAGE	6	TO 10KG	-					
008	P1	UK BOM-DEL	F	0FL	XBAG	ADT	SSR	INR11500		OK
		EXCESS BAGGAGE	26	TO 30KG	-					
009	P1	UK BOM-DEL	F	0GX	XBAG	ADT	SSR	INR30000		OK
		EXCESS BAGGAGE	66	TO 80KG	-					
010	P1	UK BOM-DEL	F	0GY	XBAG	ADT	SSR	INR24300		OK
		EXCESS BAGGAGE	56	TO 65KG	-					
011	P1	UK BOM-DEL	F	0GZ	XBAG	ADT	SSR	INR36000		OK
		EXCESS BAGGAGE	81	TO 96KG	-					
012	P1	UK BOM-DEL	F	0I7	XBAG	ADT	SSR	INR20600		OK
		EXCESS BAGGAGE	46	TO 55KG	-					

O&D journey

In case the customer is traveling on a connecting flight i.e. within 24hrs. then :

- a) SSR must be incorporated for both segments i.e. HYD-DEL-SIN
- b) FXG command must be given for both segments together so that system picks up the price only once.

Example :

```
--- TST RLR ---
RP/DELUK08AA/DELUK08AA VP/SU 27DEC20/1503Z 5LG5VI
1.BAHUGUNA/ANIL MR(INF/TANYA/23JAN20)
```


2 UK 890 P 20JAN 3 HYDDEL HK1 1655 1740 2000 *1A/E*
 3 UK 115 P 20JAN 3 DELSIN HK1 2245 3 2345 0815+1 *1A/E*
 4 AP DEL +919289228888 - VISTARA RESERVATIONS - A
 5 TK PAX OK27DEC/DELUK08AA//ETUK/S2-3
 6 TK OK27DEC/DELUK08AA//ETUK
 7 SSR INFT UK HK1 BAHUGUNA/TANYA 23JAN20/S2
 8 SSR INFT UK HK1 BAHUGUNA/TANYA 23JAN20/S3
 9 FA PAX 228-2403584166/ETUK/INR30686/27DEC20/DELUK08AA/140915
 34/S2-3
 10 FA INF 228-2403584167/ETUK/INR3243/27DEC20/DELUK08AA/1409153
 4/S2-3

Incorporate SSR for both segments i.e. SRXBAG-TTL20KG1PC/S2-3

--- TST RLR ---
 RP/DELUK08AA/DELUK08AA VP/SU 27DEC20/1505Z 5LG5VI
 1.BAHUGUNA/ANIL MR(INF/TANYA/23JAN20)
 2 UK 890 P 20JAN 3 HYDDEL HK1 1655 1740 2000 *1A/E*
 3 UK 115 P 20JAN 3 DELSIN HK1 2245 3 2345 0815+1 *1A/E*
 4 AP DEL +919289228888 - VISTARA RESERVATIONS - A
 5 TK PAX OK27DEC/DELUK08AA//ETUK/S2-3
 6 TK OK27DEC/DELUK08AA//ETUK
 7 SSR INFT UK HK1 BAHUGUNA/TANYA 23JAN20/S2
 8 SSR INFT UK HK1 BAHUGUNA/TANYA 23JAN20/S3
 9 /SSR XBAG UK HK1 TTL20KG1PC/S2
 10 /SSR XBAG UK HK1 TTL20KG1PC/S3
 11 OPW-23DEC:2235/1C14/UK REQUIRES DOCUMENT ON OR BEFORE
 27DEC:2235/E9-10
 12 OPC-27DEC:2235/1C16/UK CANCELLATION DUE TO NO DOCUMENT/E9-10

Price the service with both segments combined :

>FXG/L6-7

PASSENGER	PTC	-----					TOTAL	
OC	SRV	NP	PR	FLGT	DATE	(INR)FARE	TAX	TOTAL
01	BAHUGUNA/ANIL	M	ADT					
0C5	XBAG	1	UK890	20JAN				
0C5	XBAG	1	UK115	20JAN	INR14772			INR 14772

System computes and picks up the relevant discounted USD price (as sale made before 6 hrs. before flight departure).

Further break up can be seen in the EMD image :

RP/DELUK08AA/DELUK08AA VP/SU 27DEC20/1507Z 5LG5VI
 1.BAHUGUNA/ANIL MR(INF/TANYA/23JAN20)
 2 UK 890 P 20JAN 3 HYDDEL HK1 1655 1740 2000 *1A/E*
 3 UK 115 P 20JAN 3 DELSIN HK1 2245 3 2345 0815+1 *1A/E*
 4 AP DEL +919289228888 - VISTARA RESERVATIONS - A

5 TK PAX OK27DEC/DELUK08AA//ETUK/S2-3
6 TK OK27DEC/DELUK08AA//ETUK
7 SSR INFT UK HK1 BAHUGUNA/TANYA 23JAN20/S2
8 SSR INFT UK HK1 BAHUGUNA/TANYA 23JAN20/S3
9 /SSR XBAG UK HK1 TTL20KG1PC/S2
10 /SSR XBAG UK HK1 TTL20KG1PC/S3
11 FA PAX 228-2403584166/ETUK/INR30686/27DEC20/DELUK08AA/140915
34/S2-3
12 FA INF 228-2403584167/ETUK/INR3243/27DEC20/DELUK08AA/1409153
4/S2-3
13 FA PAX 228-9800075393/DTUK/INR14772/27DEC20/DELUK08AA/140915
34/E9-10

EWD/L13

EMD-2289800075393 TYPE-A SYS-1A LOC-5LG5VI
INT-I FCI-0 0 POI-DEL DOI-27DEC20 IOI-14091534
PAX- BAHUGUNA/ANIL MR ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-0C5 UK **HYDDEL** S-O
DESCRIPTION-EXCESS BAGGAGE BETWEEN 16 - 20 KGS
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-2282403584166E1 (A)
EXCESS BAGGAGE- 20 K RATE PER UNIT-INR 0
SERVICE REMARKS-30
CPN-2 RFISC-0C5 UK **DELSIN** S-O
DESCRIPTION-EXCESS BAGGAGE BETWEEN 16 - 20 KGS
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-2282403584166E2 (A)
EXCESS BAGGAGE- 20 K RATE PER UNIT-INR 0
SERVICE REMARKS-30
FARE F INR 13189
BR 73.860262
EXCH VAL INR 14772 RFND VAL
TAX-01 X K3 1583
TOTAL INR 14772
/FC HYD UK X/DEL UK SIN13189INR13189END
FP CASH
FOID-
NON-ENDORSABLE

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	<i>Specific flight / any flight</i>	<i>Flight rebooked to another date / flight nbr changes</i>	Add same SSR again in the PNR and end transact. The EMD will get auto-associated again.
2		<i>Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.</i>	Yes. No. EMD's are non-refundable and shouldn't be refunded in case of voluntary cancellations.
3		<i>Passenger changes his mind and rebooks ticket in a lower class</i>	Add same SSR again in the PNR and end transact. The EMD will get auto-associated again.
4		<i>Passenger is rerouted voluntary</i>	Voluntary re-routing is not permitted on UK flights.
5		<i>Any involuntary flight cancellation. Passenger does not travel</i>	EMD can be fully refunded. Please contact your sales representative before processing full refund.
6		<i>Involuntary rerouting to another flight</i>	Service will not move to the next flight. Please contact your sales representative or airport staff.
7	<i>Upgrading to higher cabin.</i>	<i>Passenger is changing cabin voluntarily.</i>	After ticket re-issuance, issue fresh EMD for the segment (as K3 tax difference will apply) and contact your sales representative for obtaining approval of full refund for the initial EMD.

4 Service – Lounge

Vistara offers pre-book options to purchase Lounge service. Customers can pre-purchase the service at concessional rates up to 6 hours and at non-discounted rates within 6 hours till 2 hours before departure.

Service description and purpose:

Lounge service can be sold to customers travelling in Economy and Premium Economy class cabins only.

All prices have been bifurcated/filed based on VFF fare families i.e. Lounge access is chargeable to Eco-Standard, Eco-Flexi, PEY-Value, PEY-Standard and PEY-Flexi customers only. The service is provided to Business Class customers, CV PLAT and CV GOLD members on complimentary basis regardless of the fare family booked.

****Eco-lite** – Customers traveling on Eco-lite fares (domestic) are not eligible to purchase Lounge service.*

The prices are inclusive of taxes.

GST (K3) tax @ flat 18% is applicable if availing any Lounge based in India with no exemptions.

SSR – LOUG for lounge service need not be added for CV PLAT or CV Gold customers in the PNR.

SSR Code – LOUG

Lounge service is available at the below airports currently. Discounted and Non-discounted rates are listed below for reference.

Discounted prices (Domestic lounges applicable on domestic sectors only):

SSR	RFISC	Station	Discounted price	Timeline for sale
LOUG	OBX	DEL	750	Before D-6 hrs.

		<i>BOM</i>	<i>1550</i>	<i>Before D-6 hrs.</i>
		<i>HYD</i>	<i>750</i>	<i>Before D-6 hrs.</i>
		<i>BLR</i>	<i>750</i>	<i>Before D-6 hrs.</i>
		<i>COK</i>	<i>1200</i>	<i>Before D-6 hrs.</i>
		<i>CCU</i>	<i>1700</i>	<i>Before D-6 hrs.</i>
		<i>IXC</i>	<i>600</i>	<i>Before D-6 hrs.</i>
		<i>MAA</i>	<i>1250</i>	<i>Before D-6 hrs.</i>

Non-Discounted prices (Domestic lounges applicable on domestic sectors only)

SSR	RFISC	Station	Non-discounted	Timeline for sale
<i>LOUG</i>	<i>OBX</i>	<i>DEL</i>	<i>1000</i>	<i>Within D-6 hrs. till D-2hrs.</i>
		<i>BOM</i>	<i>1800</i>	<i>Within D-6 hrs. till D-2hrs.</i>
		<i>HYD</i>	<i>1000</i>	<i>Within D-6 hrs. till D-2hrs.</i>
		<i>BLR</i>	<i>1000</i>	<i>Within D-6 hrs. till D-2hrs.</i>
		<i>COK</i>	<i>1400</i>	<i>Within D-6 hrs. till D-2hrs.</i>
		<i>CCU</i>	<i>2100</i>	<i>Within D-6 hrs. till D-2hrs.</i>
		<i>IXC</i>	<i>750</i>	<i>Within D-6 hrs. till D-2hrs.</i>
		<i>MAA</i>	<i>1500</i>	<i>Within D-6 hrs. till D-2hrs.</i>

Discounted prices (International lounges applicable for International journeys only):

Station	Discounted price	Timeline for sale
<i>DEL</i>	<i>1500</i>	<i>Before D-6 hrs.</i>
<i>BOM</i>	<i>3800</i>	<i>Before D-6 hrs.</i>

Non-discounted prices (International lounges applicable for International journeys only):

Station	Non-discounted	Timeline for sale
<i>DEL</i>	<i>2000</i>	<i>Within D-6 hrs. till D-2hrs.</i>
<i>BOM</i>	<i>4200</i>	<i>Within D-6 hrs. till D-2hrs.</i>

System settings:

SSR status (when incorporated) will reflect as 'NO' in case the customer is traveling in Business class or on Eco-lite fare on domestic sectors.

SSR status (when incorporated) will reflect as 'NO' in the customer is traveling in Business class on International sectors.

Invitation to the lounge will also get printed on the Boarding pass (if applicable) during web-check in.

Each sector must be priced/issued separately in case more than one sector is present in the itinerary. The system may prompt an error if ineligible sectors are present/priced.

Example of Lounge service :

Customer traveling from DEL-BOM on Economy standard fare.

```
--- TST RLR ---
RP/DELUK0110/DELUK0110          VP/SU  30DEC20/1345Z  5D4D52
  1.PAGARE/VIMAL MR
  2  UK 975 K 12JAN 2 DELBOM HK1 0515 3 0600 0800 *1A/E*
  3 AP DEL +919289228888 - VISTARA RESERVATIONS - A
  4 TK OK30DEC/DELUK0110//ETUK
  5 FA PAX 228-2403565375/ETUK/INR5530/30DEC20/DELUK0110/1409152
    3/S2
```

Entry:

We first incorporate the service through the entry: **SRLOUG/S2/P1**.

```
--- TST RLR ---
RP/DELUK0110/DELUK0110          VP/SU  30DEC20/1347Z  5D4D52
  1.PAGARE/VIMAL MR
  2  UK 975 K 12JAN 2 DELBOM HK1 0515 3 0600 0800 *1A/E*
  3 AP DEL +919289228888 - VISTARA RESERVATIONS - A
  4 TK OK30DEC/DELUK0110//ETUK
  5 /SSR LOUG UK HK1/S2
  6 OPW-29DEC:2117/1C14/UK REQUIRES DOCUMENT ON OR BEFORE
    30DEC:2117/E5
  7 OPC-30DEC:2117/1C16/UK CANCELLATION DUE TO NO DOCUMENT/E5
  8 FA PAX 228-2403565375/ETUK/INR5530/30DEC20/DELUK0110/1409152
    3/S2
```

Price the service with FXG command :

FXG/L5

PASSENGER	PTC	-----						
OC	SRV	NP	PR	FLGT	DATE	(INR)FARE	TAX	TOTAL
01	PAGARE/VIMAL MR	ADT						
OBX	LOUG	1	UK975	12JAN		INR750		INR 750

Update FOP e.g. CASH and then issue EMDs after end transact.

TTM/RT

OK EMD

```
--- TST TSM RLR ---
RP/DELUK0110/DELUK0110          VP/SU  30DEC20/1349Z  5D4D52
 1.PAGARE/VIMAL MR
 2  UK 975 K 12JAN 2 DELBOM HK1 0515 3 0600 0800 *1A/E*
 3 AP DEL +919289228888 - VISTARA RESERVATIONS - A
 4 TK OK30DEC/DELUK0110//ETUK
 5 /SSR LOUG UK HK1/S2
 6 FA PAX 228-2403565375/ETUK/INR5530/30DEC20/DELUK0110/1409152
   3/S2
 7 FA PAX 228-9800098007/DTUK/INR750/30DEC20/BOMUK08AA/14091626
```

System picks up the relevant discounted INR price for station Delhi.

Further break up can be seen in the EMD image :

EWD/L7

```
EMD-2289800098007          TYPE-A          SYS-1A  LOC-5D4D52
INT-D          FCI-0  0          POI-BOM          DOI-30DEC20          IOI-14091626
PAX- PAGARE/VIMAL MR          ADT
RFIC-E AIRPORT SERVICES
REMARKS-
CPN-1  RFISC-OBX  UK DELBOM  S-O
DESCRIPTION-LOUNGE ACCESS
PRESENT TO-
PRESENT AT-
ICW-2282403565375E1          (A)
SERVICE REMARKS-
FARE  F  INR          635
EXCH VAL INR          750          RFND VAL
TAX-01 X  K3          115
TOTAL  INR          750
/FC DEL UK BOM635INR635END
```

Service Change Rules

Case	E-ticket & EMD	Change	Procedure / consequences
1	<i>Specific flight / any flight</i>	<i>Flight rebooked to another date / flight nbr changes</i>	Add same SSR again in the PNR and end transact. The EMD will get auto-associated again.
2		<i>Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be refunded.</i>	Yes. No. EMD's are non-refundable and shouldn't be refunded in case of voluntary cancellations.
3		<i>Passenger changes his mind and rebooks ticket in a lower class</i>	Add same SSR again in the PNR and end transact. The EMD will get auto-associated again (not eligible for Eco-lite fares).
4		<i>Passenger is rerouted voluntary</i>	Voluntary re-routing is not permitted on UK flights.

5		<i>Any involuntary flight cancellation. Passenger does not travel</i>	EMD can be fully refunded. Please contact your sales representative before processing full refund.
6		<i>Involuntary rerouting to another flight</i>	Service will not move to the next flight. Please contact your sales representative or airport staff.
7	Upgrading to higher cabin.	<i>Passenger is changing cabin voluntarily.</i>	After ticket re-issuance, add same SSR again in the PNR and end transact. The EMD will get auto-associated again. Only applicable for upgrades from Economy to Premium economy cabin.