



Fare rules in case of multiple combinations

Guidelines on how to proceed in case of multiple fares combination in one ticket.

1. [② Fare rules in case of multiple combination](#)
2. [③ Penalty per pricing unit](#)
3. [④ Penalty per fare component](#)

Step 1 - Starting point

Question

No linked steps

Before checking the fare rules, make sure you have tried the [Edvin refund calculator](#).

General information the agents should take into consideration:

-Fare rules interpretation : How does the penalty apply

- Penalty for cancellation/refund (nothing more specific is mentioned in the fare rules) : the penalty applies per pricing unit
- Penalty per transaction : the penalty applies per pricing unit
- "Cancellation Charge 50 EUR" : the penalty applies per pricing unit
- Penalty per bound/per coupon/per sector/per fare component/per direction : the penalty applies per mentioned entity, meaning per bound/per coupon/per sector/per fare component/per direction

-How to combine the fares when nothing specific is mentioned in the fare rules:

- if there is only one pricing unit, the strictest penalty of all applicable according to the fare rules is to be charged
- if there are 2 (or more) pricing units, both penalties are to be charged, the strictest within each pricing unit.

Fare rules in case of multiple combination

1. [Penalty per pricing unit](#)

Step 2

2. [Penalty per fare component](#)

Step 3

Step 2

Solution

Parent step: 1

Penalty per pricing unit

Before checking the fare rules, make sure you have tried the [Edvin refund calculator](#).

In order to find the number of pricing units follow the instructions in this [link](#).

Attention: If the rules do not specify that the strictest penalty applies to the entire ticket or all pricing units, they should be treated separately.

-Scenario 1: One pricing unit is non refundable

1. Open ticket record

1 OHAM LH 27 V 31MAR1700 OK VNCL	O	1PC
2 XFRA LH43584Y V 31MAR1935 OK VNCL	O	1PC
3 ZNZ ARNK		
4 ONBO LH 591 Q 19APR2225 OK QNCDE00	O	1PC
5 XFRA LH 6 Q 20APR0800 OK QNCDE00 HAM	O	1PC
FARE F EUR 637.00		
TOTALTAX EUR 344.62		
TOTAL EUR 981.62		
/FC HAM LH X/FRA LH ZNZ283.68/-NBO LH X/FRA LH HAM442.93NUC726.6		
1END ROE0.875971		

2. Check fare rules

VNCL:

CANCELLATIONS

TICKET IS NON-REFUNDABLE IN CASE OF NO-SHOW ANY TIME

TICKET IS NON-REFUNDABLE IN CASE OF CANCEL/REFUND.

QNCDE00:

CANCELLATIONS .

ANY TIME CHARGE EUR 150.00 FOR CANCEL/REFUND. **REFUND RULES APPLY PER PRICING UNIT.**

3. Calculate total penalty

- The first pricing unit is non refundable so we need to deduct the amount based on NUC calculation 283.68NUC referring to the 1st pricing unit is not refundable (VNCL). Convert the non-refundable cost to EUR: $283.68 \text{NUC} * \text{ROE0.875971} = 248.49545328$, round it up to 249EUR
 - The 2nd pricing unit has a penalty of 150EUR(QNCDE00).
- So, the total penalty will be $249 + 150 = \mathbf{399 \text{EUR}}$

Remember to inform the customer that some taxes may not be refundable and about our fee.

-Scenario 2: Different penalty for each pricing unit

1. Open ticket record

```
TKT-077 [REDACTED] RCI- 1A LOC-[REDACTED]
OD-BOMYQR SI- FCPI-0 POI-STO DOI-09MAR23 IOI-80208774
1.[REDACTED] MS ADT ST
1 OBOM MS 969 K 16JUN0300 OK KREMZO O 16JUN16JUN 2PC
2 OCAI MS 995 K 17JUN0150 OK KLREEGO O 17JUN17JUN 2PC
3 OYYZ AC1923 G 17JUN1400 OK GW6LUCTG O 29JUN 2PC
YQR
FARE F INR 55195
EQUIV SEK 7122 BSR 0.129028
TOTALTAX SEK 4062
TOTAL SEK 11184
/FC BOM MS CAI221.35MS YTO318.48AC YQR Q2.23Q20.11Q7.45 98.36NUC
667.98END ROE82.629207
```

2. Check fare rules

KREMZO:

CANCELLATIONS

ANY TIME

CHARGE USD 75.00 FOR CANCEL/REFUND.

KLREEGO:

CANCELLATIONS

ANY TIME

CHARGE USD 100.00 FOR CANCEL/REFUND.

GW6LUCTG:

CANCELLATIONS

ANY TIME

CHARGE USD 50.00 FOR CANCEL/REFUND.

3. Calculate total penalty

```
FQN2*
2 - PSGR P1 ADT
>FQN 2-1 ADT BOMCAI MS KREMZO PU 1 S
>FQN 2-2 ADT CAIYTO MS KLREEGO PU 2 S
>FQN 2-3 ADT YTOYQR AC GW6LUCTG PU 3 S FF : STANDARD
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```

There are 3 pricing units, so all penalties will apply.

- The 1rst pricing unit has a penalty of 75.00 USD (KREMZO)

- The 2nd pricing unit has a penalty of 100.00 USD (KLREEGO)

- The 3rd pricing unit has a penalty of 50.00 USD (GW6LUCTG)

So, the total penalty will be $75.00 + 100.00 + 50.00 = 225.00$ USD

Remember to inform the customer that some taxes may not be refundable and about our fee.

*** The fare basis and the fare rules mentioned above have been created as an example and might not be reflecting the respective fare rules in reality. The agent should always check the fare rules in GDS.*

Step 3

Solution

Parent step: 1

Penalty per fare component

Before checking the fare rules, make sure you have tried the [Edvin refund calculator](#).

In order to find the number of fare components follow the instructions in this [link](#).

1. Open ticket record.

```

1 OMAD UX7157 Z 31MAR1040 OK ZDYY5L O 31MAR31MAR NO
2 OBIO UX7160 Z 31MAR2050 OK ZDYY4L O 31MAR31MAR NO
MAD
FARE F EUR 48.00
EQUIV USD 54.00 BSR 1.131029
TOTALTAX USD 35.70
TOTAL USD 89.70
/FC MAD UX BIO27.50UX MAD20.00EUR47.50END
FE CHGS / RFND RESTRICTED

```

2. Check fare rules

ZDYY5L:

CANCELLATIONS ANY TIME

CHARGE EUR 20.00 FOR CANCEL/REFUND.

ZDYY4L

CANCELLATIONS TICKET IS NON-REFUNDABLE IN CASE OF NO-SHOW.

ANYTIME

TICKET IS NON-REFUNDABLE IN CASE OF CANCEL/REFUND.

WHEN COMBINING NON-REFUNDABLE FARES WITH A

REFUNDABLE FARES

1-THE AMOUNT PAID ON EACH REFUNDABLE

FARE COMPONENT IS REFUNDED

2-THE AMOUNT PAID ON EACH NON-REFUNDABLE FARE

COMPONENT WILL NOT BE REFUNDED

3-WHEN COMBINING FARES CHARGE THE SUM

OF THE CANCELLATION FEES OF ALL CANCELLED FARE

COMPONENTS

3. Calculate the total penalty

Refundable fare basis ZDYY5L corresponds to 27.50EUR(or 28EUR as it is always rounded up in the FARE row in the ticket) in fare calculation, non-refundable fare basis ZDYY4L corresponds to 20.00EUR in fare calculation.

The calculation of the total penalty is as follows

20 non-refundable fare + 20 penalty=40EUR

Since the penalty is lower than the amount of 48EUR fare, you can tell the customer that the airline charges a 40EUR penalty, plus we apply our fee.

Remember to inform the customer that some taxes may not be refundable.