

Schedule Change Policy

airberlin group, 11th May, 2017

INTRODUCTION

In case of schedule changes/cancellations travel agents may handle reissues of AB-745 documents without authorization provided that below rules are respected. In case of any violation of our schedule change policy, airberlin will issue ADMs in accordance with the airberlin » [ADM policy](#) and will regard reissues or refunds processed due to schedule changes as voluntary actions according to the fare rules.

If any of these conditions is not observed, an ADM will be issued. In case of any questions or doubts please contact airberlin.

PREREQUISITES

- Confirmed and ticketed bookings on AB 745 document
- Schedule change on AB/HG/4T flight number operated by AB/HG/4T
- Changes/cancellations up to 48 hours before departure
- In exceptional situations such as strikes or weather conditions airberlin might communicate different handling guidelines.
- For bookings with TO and IT fares (incl. group fares), where due to extended ticket time limits no tickets have been issued so far, travel agencies always need to contact airberlin.

REBOOKING RULES

- Passengers may rebook segments affected by schedule changes/cancellations (segment status UN, UN/TK) free of charge once to a preferred alternative flight or alternative flight connection before the reissue is processed. Every consequent rebooking can only be made according to the applicable fare rules of the originally ticketed fare.
- In case of flight time changes (**segment status TK**) travel agents can process a **revalidation to the given alternative**. If the customer prefers a rebooking to another alternative, the ticket must be reissued according to below rules.
- Changing the departure and/or arrival cities without contacting airberlin is not allowed.
- The reissue free of charge must be made within 14 days after the schedule change. If the schedule change is made within 14 days before departure, the rebooking/reissue must be made no later than 48 hours before departure. Rebooking and reissue must be made on the same day. If above mentioned time lines are not observed, a written authorization from airberlin is required. airberlin will set a TTL for the reissue into all PNRs to facilitate the dealing of schedule changes. Please make sure that you observe the TTLs, otherwise the difference to the applicable fare must be collected.
- Alternative flights must be booked in the same cabin.



REISSUE RULES

→ The reissue must be made within the originally booked fare family. If the original fare family is not available, please contact airberlin.

Important note for FlyDeal tickets: With the introduction of our new fare concept “fare choices” as of 12JUL16 the FlyDeal is no longer offered. If you use Amadeus Ticket Changer (FXI/SC), the originally booked FlyDeal is automatically recognized and applied to the reissue document. For manual reissues you must select the applicable FlyClassic tariff.

→ To meet IATA rules, all open coupons of the ticket must be reissued.

→ It is mandatory to enter the following remark into the endorsement/ FE box:

SKCHG ABXXXX/DDMMYY

→ Travel agents must ensure that all existing flight segments after changes/cancellations are associated to a ticket to avoid cancellations due to missing ticket numbers.

→ For changing a flight segment which is not affected by a schedule change or cancellation please contact airberlin for authorization. AB Connecting flights issued on the same document may however be adjusted to the new schedule without authorization.

→ If you are using the reissue option of the Amadeus Ticket Changer (FXI/SC), please adjust FE line manually to above mentioned format. Please bear in mind that all rules published in this guidelines must be observed to avoid the issuance of ADMs.

POSSIBLE ALTERNATIVES

1. Rebooking to an alternative AB/HG/4T flight (AB/HG/4T flight number with operating carrier AB/HG/4T) in the originally ticketed booking class. If the originally ticketed booking class should no longer be available, please rebook to the next higher booking class (except G class) within the same cabin. The new flight must be within three days before or three days after the originally booked flight.

2. If there is no alternative flight operated by AB, passengers may be rebooked to an alternative AB marketing flight operated by another carrier* within the originally ticketed booking class. If EMDs have already been issued for chargeable ASR/SSR, they can be refunded due to the change to a different operating carrier without waiver/ authorization.

* The alternative flight must be operated by any of the listed carriers in the flight application section of the originally booked fare.

REFUNDS

If there is no suitable alternative and passengers request a refund, please cancel all flight segments which are no longer needed and contact airberlin to obtain an authorization.

Exception: In case of cancellations with segment status UN of an AB/HG/4T flight number with operating carrier AB/HG or 4T, the ticket and associated EMDs can be refunded without authorization directly in the GDS as long as the flight segments have been deleted before departure. Refund requests submitted via BSP Link might be handled with delay, therefore please process the refunds via GDS.

Note: If flight cancellations of AB or HG operated flights occur on the day of departure without changing the segment status to UN the following rules apply for flights departing from 11th May, 2017: travel agents can process a refund free of charge of the ticket and associated EMDs directly via GDS without authorization of AB. Connecting- or inbound flights issued on the same document can be refunded, as well if the flight segments are cancelled before departure. AB will only accept refund applications, if the corresponding document has been previously reissued by AB and the correct amounts have been provided by the travel agent.



SCHEDULE CHANGES / CANCELLATIONS OF OTHER AIRLINES' FLIGHTS ON AB DOCUMENTS

If another carrier's flight or AB marketing flight issued on AB document is affected by a schedule change, that carrier is due to provide a suitable alternative. airberlin will then reissue the ticket upon request or will give authorization to the travel agent for reissue free of charge.

SCHEDULE CHANGES / CANCELLATIONS OF AB FLIGHTS ON OTHER AIRLINES' DOCUMENTS

airberlin must not give any authorizations for other carrier's documents, therefore we kindly ask you to contact the validating carrier.

CONTACT DETAILS

For questions related to the schedule change policy please contact the Travel Agency Hotline:
Phone: +49 (0)30 3409 992 2 or email: sales@airberlin.com

