



# fastjet

## ON GALILEO

Your guide to booking fastjet flights – for clients – on Galileo



**Now that fastjet (FN) is available on Galileo, you can book, hold and issue an electronic ticket on behalf of your clients. This is just another way we are making booking and travelling with fastjet, easier and more convenient.**

## APPLY FOR TICKETING AUTHORITY

Should you wish to request ticketing authority, you can do so by emailing [aviacc@iafrica.com](mailto:aviacc@iafrica.com). We do require that you attach your IATA letter of accreditation in this email. Once ticketing authority is granted, you will receive a confirmation email from fastjet.

## BOOKINGS VIA GALILEO

- **Fastjet offers the travel trade the opportunity to place bookings on hold without immediate payment.** The ticketing time limit depends on the departure date of the booked flight. The fare and seat is guaranteed for this period, however, it is subject to the fare rules. Ticketing time limits are as follows.
  - 48 hours if booked 8 days prior to departure.
  - 6 hours if booked 1 day prior to departure.
  - 2 hours if booked on day of departure.
- **All fares are inclusive of one item of hold baggage.**
- **Travel extras such as seats, excess baggage, buckets of fish and more cannot be booked on Galileo.** They must be pre-booked either online at [fastjet.com](http://fastjet.com) via Manage My Booking using the booking reference and passenger surname or by emailing the travel extra requests to [trade@fastjet.com](mailto:trade@fastjet.com).
  - Travel extras can be booked online at [fastjet.com](http://fastjet.com) for tickets issued on FN-334 ticketing stock.
- **Fastjet has the right to cancel or alter schedules, times and fares at our own discretion.**
- **Fare prices are not guaranteed and increases may take place prior to ticketing.**
- **All fare prices include VAT where applicable, airport charges and applicable government taxes.**
- **Agent commission is set to 0%.** We advise agents to add on their own service fee.
- **Proof of identity is required when checking in.** The following will be accepted.
  - Valid government-issued ID document (domestic flights only).
  - Valid passport, which does not expire in six (6) months or less from the date of departure and has two blank pages.
  - A machine-readable passport is required for adults and children when travelling to South Africa. A machine-readable passport has a series of numbers, letters and symbols at the bottom of the photo page.
- **Check-in desks open 2 hours before and close 40 minutes prior to your client's scheduled flight departure time.** Failure to arrive on time or present the necessary documentation per the above timings will result in your client's seat being forfeited without refund or credit given as per fare rules.
- **Boarding gates open 30 minutes before and close 10 minutes prior to your client's scheduled flight departure time (EXCEPT Zimbabwe, where gates close 20 minutes prior to departure time).** Failure to arrive on time will result in your client being denied access to board and his/her seat being forfeited without refund or credit given as per fare rules.
- **We do not allow the travel of unaccompanied minors.**
  - Children under the age of 12 can only travel if accompanied by a person aged 16 years or older who accepts responsibility for the minor.
  - Children between 12 and 18 years of age can travel if they carry written authorisation permitting them to travel without their parents or legal guardian/s. This letter or form can be collected from or certified by your local police station.
- Should you require first line support, email [trade@fastjet.com](mailto:trade@fastjet.com).
- For more details, please refer to fastjet's standard terms and conditions of travel.

## BSP MEMBERS

Agents can proceed to issue FN flights on the FN-334 ticketing stock with payment via cash, Visa or Mastercard credit card only. This excludes Zimbabwe – credit card payment functionality has been allowed for.

## VOIDING, REVALIDATION & REFUNDS

Business conditions per travel agency determine whether voiding, revalidation and refunds are supported through Galileo.

### VOIDING

Fastjet will accept a voided ticket provided it is done on the same day of ticketing.

### REVALIDATION

- Not permitted.
- Reissue required for all changes.

### REFUNDS

As a rule, all fastjet tickets are non-refundable.

#### *Voluntary refunds*

We will, however, consider a ticket refund in the unfortunate event of the death of a close relative, eg, a parent, sibling, child or grandparent, as verified by a death certificate.

#### *Involuntary refunds*

Fastjet will allow refunds in the event of disruptions such as

- safety or legal requirements
- flight cancellation
- failure to operate flight according to flight schedule resulting in a delay of more than 2 hours
- failure to stop at a point at which the passenger is destined to stopover
- inability to honour confirmed space
- inability to honour the class of the booking.

## BOOKING CHANGES

### *Name changes*

Fastjet does not permit name changes on Galileo.

### *Date changes: CP Tax*

For date changes, a reissue is required and the date change fee must be collected as a CP Tax. Differences in fares and taxes will also need to be collected.

## GALILEO ETKT ENTRIES

Fastjet is ONLY available under Marketing Code and Operations Code FN. If issuing on FN-334 ticketing stock, Marketing and Operations Code are both FN.

### *Timetable (displays with FN code)*

TN01FEBJNBDAR/AFN

\*\* Galileo TIMETABLE - TN \*\* DAR DAR ES SALAAM.TZ 01FEB14 08FEB14

1	FN	202	135	JNB	A	DAR	1415	1850	0	03JAN14	28MAR14	319	3:35
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## BAGGAGE

### HAND BAGGAGE

#### Travel throughout Africa, excl South Africa

One item FREE OF CHARGE which may not exceed 56 x 45 x 25 cm in dimension.

Items exceeding the above dimensions will have to be checked in and will be charged as hold baggage. NO hand baggage allowance is given to infants travelling on mothers' laps.

#### Travel to and from South Africa

May not exceed 7 kg or 56 x 36 x 23 cm in dimension.

### HOLD BAGGAGE

When booking through Galileo, each fastjet passenger is given a hold baggage allowance of 23 kg. This cost is included in the ticket price. Passengers can check in up to two (2) bags of 23 kg each (excluding MPMAPL, MPMTET, MPMBEW, JNBVFA and VFAHRE routes, whereby only one (1) bag of 23 kg is permitted). On routes where a second bag is permitted, the second 23 kg would be at an additional cost. No single item may exceed 32 kg.

**IMPORTANT: JNBHRE/HREJNB route – hold baggage is limited to one piece, no more than 30 kg.**

Sports and music equipment, firearms and ammunition – all properly packaged – and travel systems (eg a stroller or pram) and mobility aids form part of your client's hold baggage and should be pre-booked. Should it exceed 23 kg, additional costs will be incurred.

A travel system (stroller or pram) per infant or child is FREE OF CHARGE. Please ensure that it is tagged at check in.

Passengers may bring up to two mobility aids FREE OF CHARGE. These include walking sticks, foldable wheelchairs, electric mobility aids, etc.

Hand guns are allowed provided the passenger is aged 18 years or older and produces valid ownership documentation. They may also carry up to 5 kg of ammunition provided it is packed separately in the hold.

Pre-book additional hold baggage and pay half price, online at [fastjet.com](http://fastjet.com), through the call centre or at a fastjet shop. Hold baggage costs differ depending on whether it's a domestic or regional flight. Visit [fastjet.com](http://fastjet.com) to view these costs.

PLEASE NOTE: We do not permit the carriage of live animals such as pets, emotional support animals, insects, reptiles, or any other form of livestock. PLEASE NOTE: Guide dogs are permitted on domestic flights. Terms and conditions apply.

## PASSENGER RESPONSIBILITY

### MEDICAL CLEARANCE

The safety of our passengers is our number one priority. With this in mind, we request that your client inform us of any medical requirements or special needs they may have.

The following passengers must submit a medical certificate from their doctor confirming their fitness to fly.

- Expectant mothers over 28 weeks pregnant.
- Passengers with injuries such as broken limbs, those who are unwell or suffering from a chronic illness.
- Children who are unwell or suffering from a chronic illness.
- Passengers travelling with medication will need to carry documented verification.

## TRAVEL TRADE SUPPORT CONTACT DETAILS

### South Africa

CALL: +27 (0)11 722 0226 | EMAIL: fnres.jnb@aviareps.com

WORKING HOURS: Monday to Friday 08h00 – 17h00, Saturday and public holidays 09h00 – 15h00, closed on Sunday

### Tanzania

CALL: +255 784 108 900 | EMAIL: trade@fastjet.com

### Zambia

CALL: +260 211 375700 | EMAIL: trade@fastjet.com

WORKING HOURS: Monday to Friday 08h00 – 17h00, Saturday 08h00 – 11h00, closed on Sunday and public holidays

### Zimbabwe

CALL: +263 86 77 00 60 61 | EMAIL: trade@fastjet.com

WORKING HOURS: Monday to Friday 08h30 – 16h00, Saturday 08h30 – 12h00, closed on Sunday and public holidays

### Mozambique

CALL: +258 21467280 | EMAIL: fastjet1.maputo@rogers-aviation.co.mz / fastjet.maputo@rogers-aviation.co.mz

WORKING HOURS: Monday to Thursday 04h00 – 16h00, Friday and Sunday 04h00 – 20h00, Saturday 04h00 – 12h00

## GALILEO QUICK GUIDE - FREQUENTLY ASKED QUESTIONS (FAQ)

### Q: ON WHICH GDS CAN WE BOOK AND ISSUE FN TICKETS?

A: FN tickets can be booked and ticketed on Galileo (1G) and Amadeus (1A) . Users of other GDS can continue to book FN flights and issue tickets on the HR-169 ticketing stock.

### Q: WHAT IS THE AGENT COMMISSION ON FN TICKETS?

A: Commission is set to 0%. Agents are advised to add on a service fee.

### Q: HOW DO I APPLY FOR TICKETING AUTHORITY ON FN-334 TICKETING STOCK?

A: Via email to aviacc@iafrica.com requesting ticketing authority. Attach IATA letter of accreditation to your email request. A confirmation mail will be sent to you once ticketing authority has been granted.

### Q: WHAT PAYMENT METHOD IS ACCEPTED BY FN FOR ISSUING TICKETS ON FN-334 TICKETING STOCK?

A: Cash, Visa or Mastercard credit card only

### Q: HOW DO I COLLECT A REBOOKING FEE FOR REISSUE?

A: Date change fee to be collected as a CP Tax

### Q: WHAT IS THE NAME CHANGE POLICY FOR FN?

A: Name changes are not permitted.

### Q: CAN I BOOK BAGGAGE/EXCESS BAGGAGE ON FN?

A: Additional baggage can be booked online via fastjet.com using booking reference and passenger surname through “Manage my booking”. Excess kg will be charged for, payable at check in. Additional baggage can also be booked by emailing a request to trade@fastjet.com.

### Q: CAN I BOOK SEATS ON FN?

A: Seats can be booked online via fastjet.com using booking reference and passenger surname through “Manage my booking”. Seats can also be booked by sending an email request to trade@fastjet.com.

## Booking and pricing FN

### PNR CREATION

CREATE A PNR G USING THE 5 MANDATORY FIELDS:

- P** – PHONE FIELD
- R** – RECEIVED FROM
- I** – BOOK ITINERARY
- N** – NAME FIELD
- T** – TICKET TIME LIMIT

### AVAILABILITY

ENTRY : A22MARDARJRO/FN

RESPONSE : AVAILABILITY 22MAR, DAR-JRO, CARRIER SPECIFIC

CARRIER DISPLAY\* TH 22MAR DAR/JRO FN

1	DAR	JRO	22/1055	1200	FN	153	CA	DA	IA	YA	PA	AA	BA	EA	MA#E90	E
2	DAR	JRO	22/1925	2030	FN	157	CA	DA	IA	YA	PA	AA	BA	EA	MA#E90	E
3	DAR	MWZ	22/1010	1140	FN	143	CA	DA	IA	YA	PA	AA	BA	EA	MA#E90	E
4		JRO	22/1215	1345	PW	727	Y9	B9	M9	U9	K9	H9	L9	Q9	T9#ATR	E
5	DAR	MWZ	22/0600	0730	FN	141	CA	DA	IA	YA	PA	AA	BA	EA	MA#E90	E
6		JRO	22/1215	1345	PW	727	Y9	B9	M9	U9	K9	H9	L9	Q9	T9#ATR	E
7	DAR	MWZ	22/1905	2035	FN	147	CA	DA	IA	YA	PA	AA	BA	EA	MA#E90	E
8		JRO	23/1215	1345	PW	727	Y9	B9	M9	U9	K9	H9	L9	Q9	T9#ATR	E



**SELL**

ENTRY : **NTY1**      SELL 1 SEAT IN Y CLASS FROM LINE 1

DISPLAY PNR ENTRY : \*R

RESPONSE :

BOBX2I/10 XDBKR C541100 AG 99999992 15JAN  
1.ITERRAZAS/CHRIS

1.	FN	153	Y	22MAR	DARJRO	HS1	1555	1700	O*	E	TH
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FONE-CHIB/847-555-1212

TKTG-T\*

END AND RECEIVE TO RECEIVE A VENDOR LOCATOR AND VENDOR REMARK

ENTRY : **ER**

BOBX2I/10 XDBKR C541100 AG 99999992 15JAN  
1.ITERRAZAS/CHRIS

1.	FN	153	Y	22MAR	DARJRO	HK1	1555	1700	O*	E	TH
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\*\* VENDOR LOCATOR DATA EXISTS \*\*      >\*VLÍ

\*\* VENDOR REMARKS DATA EXISTS \*\*      >\*VRÍ

FONE-CHIB/847-555-1212

FOP -S

TKTG-T\*

ENTRY TO VIEW VENDOR LOCATOR : \*VL

RESPONSE :

VENDOR LOCATOR

VLOC- **FN\*A1338C/15JAN 1442**

**FARE QUOTE PNR**

ENTRY : **FQCFN**      FARE QUOTE WITH CARRIER FN AS PLATING CARRIER:

**OR FQBB/CFN**      FARE QUOTE BEST BUY WITH FN AS PLATING CARRIER

RESPONSE :

FQCFN

PSGR	FARE	TAXES	TOTAL	PSG	DES
FQG 1      KES	39520	5375	<b>44895</b>	ADT	

GUARANTEED AT TIME OF TICKETING

GRAND TOTAL INCLUDING TAXES \*\*\*\*      KES      **44895**

\*\*ADDITIONAL FEES MAY APPLY\*\*SEE >FO

ADT      RATE USED IN EQU TOTAL IS BSR 1USD - 107.38KES

ADT      LAST DATE TO PURCHASE TICKET: 15JAN17

ADT      E-TKT REQUIRED

BAGGAGE ALLOWANCE

ADT

FN DARJRO 20K

BAG 1 - CHGS MAY APPLY IF BAGS EXCEED TTL WT ALLOWANCE

**BOOKING WITHOUT PAYMENT**

DISPLAY PNR

-

ENTRY : \*R

RESPONSE :

BOBX2I/10 XDBKR C541100 AG 99999992 15JAN

1.ITERRAZAS/CHRIS

1.	FN	153	Y	22MAR	DARJRO	HK1	1555	1700	O*	E	TH
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\*\* FILED FARE DATA EXISTS \*\* >\*FFÍ

\*\* VENDOR LOCATOR DATA EXISTS \*\* >\*VLÍ

\*\* VENDOR REMARKS DATA EXISTS \*\* >\*VRÍ

FONE-CHIB/847-555-1212

TKTG-T\*

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**BOOKING WITH FORM OF PAYMENT AND E-TICKET ISSUED**

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ENTER FORM OF PAYMENT AS PER NORMAL AND TICKET ACCORDINGLY:

CASH : TMU1FS

CREDIT CARD: TMU1FVI4901000000000747\*D1217\*A121212\*C123 (\*C IS OPTIONAL AS FOR CUSTOMER INFORMATION)

ENTRY FOR TICKET ISSUANCE : TKP

**DISPLAY RECORD**

ENTRY : \*R

RESPONSE :

BOBX2I/10 XDBKR C541100 AG 99999992 15JAN

1.ITERRAZAS/CHRIS

1.	FN	153	Y	22MAR	DARJRO	HK1	1555	1700	O*	E	TH
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FILED FARE DATA EXISTS \*\* >\*FF

VENDOR LOCATOR DATA EXISTS \*\* >\*VL

VENDOR REMARKS DATA EXISTS \*\* >\*VR

SERVICE INFORMATION EXISTS \*\* >\*SI

TINS REMARKS EXIST \*\* >\*HTI

ELECTRONIC DATA EXISTS \*\* >\*HTE

FONE-CHIB/847-555-1212

"FOP -S

"TKTG-T\*XDB 15JAN1507Z 10 AG

**DISPLAY ELECTRONIC TICKET RECORD**

ENTRY : \*HTE

RESPONSE :

TKT : 334 9900 405435

NAME : TERRAZAS/CHRIS

ISSUED : 15JAN17

FOP : CASH

PSEUDO : 7PW9 PLATING CARRIER: FN

ISO : KE IATA: 99999992

USE	CR	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	FARE	CPN
OPEN	FN	8101	Y	22DEC	DARJRO		1555	OK	YOW	1

FARE USD 368.00 TAX 3760CB TAX 1615XI TAX

TOTAL KES 44895

EQUIV KES 44895

NONENDO/NONREF/NONREROUT//VALID ON FLT SHOWN