



fastjet

ON AMADEUS

Your guide to booking fastjet flights



With fastjet (FN) available on Amadeus, you can book 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. 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 AMADEUS

- **Bookings secured on Amadeus may be placed on hold without the requirement of 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:
 - Bookings made more than 7 days before departure require payment within 72 hours.
 - Bookings made between 7 and 2 days before departure require payment within 24 hours.
 - Bookings made between 2 days and 4 hours before departure require payment within 3 hours.
 - Bookings made less than 3 hours before departure require immediate payment.
- **All fares are inclusive of a checked baggage allowance which will vary according to the fare product option.**
- **Travel extras, such as preselected seating and additional baggage cannot be booked on Amadeus.** They must be pre-booked either online at fastjet.com via Manage My Booking using the booking reference and passenger surname or by emailing the travel extra requests to trade@fastjet.com.
 - All our fares include a baggage allowance subject to the fare terms and conditions.
 - Travel extras can be booked online at fastjet.com for tickets issued on FN-334 ticketing stock.
- **Flight schedules and fares remain subject to change at the discretion of fastjet and in accordance with any regulatory changes.**
- **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 National identity document (domestic flights only).
 - Valid passport, which does not expire in 6 (six) months or less from the date of departure and has two (2) 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 two (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.** 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 under the age of 12 years.**
 - Children under the age of 12 years can only travel if accompanied by a person aged 16 years or older who accepts responsibility for the minor.
 - Any child over the age of 12 years and under the age of 16 years is regarded as a 'young person' and may travel unaccompanied subject to their parents/guardian signing a disclaimer form at the airport check-in which confirms acceptance that the young person remains responsible for his/her actions, documentation and property. This letter or form can be collected from or certified by a local police station.
- Should you require first line support, email 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 cards only.

VOIDING, REVALIDATION & REFUNDS

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

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.
*When a re-issue takes place please ensure that your old UN segment is cancelled to avoid a balance due on the booking at time of check-in.

REFUNDS

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

Y RBD is refundable, subject to an administration fee.

Voluntary refunds

In the event of death of the booked passenger a refund will be considered by fastjet for the deceased. A certified copy of the death certificate must be submitted with the refund request. The refund request will be considered for member/s of the immediate family that were booked to accompany the deceased booked on the same flight/date or same booking reference.

In the event of the death of an immediate family member of a booked passenger, the booking may be amended for travel at a later date; the date/flight change penalty may be waived by fastjet with the difference in fares, taxes and surcharges to be calculated in accordance with our applicable tariff in effect on the date on which payment for changes is received. No refund will be permitted.

We require a certified copy of the death certificate and an affidavit to be submitted together with the refund application.

Involuntary refunds

Fastjet will allow refunds, subject to no alternative flight being available, in the following circumstances:

- safety or legal requirements
- flight cancellation, excluding extraordinary circumstances
- failure to stop at a point at which the passenger is destined to stopover
- inability to honour confirmed space

BOOKING CHANGES

Name changes

Fastjet does not permit name changes on Amadeus.

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.

BAGGAGE

HAND BAGGAGE

One item FREE OF CHARGE which may not exceed 55 x 35 x 20 cm in dimension nor weigh more than 7 kg.

Items exceeding the above dimension will have to be checked in and will be charged as checked baggage. NO hand baggage allowance is given to infants travelling on adults laps, however we do allow adults to bring a small bag containing immediate use items. In addition, passengers can carry a handbag or personal item on board provided it does not exceed 40 x 30 x 15 cm.

CHECKED BAGGAGE

The number of checked baggage that is included in the fare is subject to the fare product booked. Please refer to the Product Sheet for details.

Each piece of checked baggage is limited to 23 kg with excess weight permitted at a fee and subject to space and weight availability up to a maximum of 32 kg.

Checked baggage that is included in the fare as well as additional purchased checked baggage can be either an item of luggage, a piece of sporting equipment or a musical instrument. The standard rules applicable to the size and packaging requirements for sports equipment and musical instruments apply.

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

Subject to compliance with our policies, applicable laws and regulations, Passengers with Reduced Mobility are allowed to carry up to two (2) items of mobility equipment free of charge. This includes a walking stick etc, but only one foldable wheelchair will be allowed per Passenger.

The carriage of Handguns, Rifles and Ammunition for use with such Handguns or Rifles is permitted on flights operated by Fastjet Zimbabwe Ltd, provided the passenger is aged 18 years or older and produces valid ownership documentation. The maximum permitted ammunition that may be carried is 5kg, which must be packed separately in the passengers checked baggage.

Should a passenger require additional checked baggage over and above the fare allowance, they may purchase a maximum of one (1) additional piece of 23 kg. Pre-book an additional piece of checked baggage at a reduced rate, online at fastjet.com, through the call centre or at a fastjet shop. Visit 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, midwife or medical practitioner 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)10 448 0877 | EMAIL: trade@fastjet.com

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

Zimbabwe

CALL: +263 (0)86 77 00 60 62 | EMAIL: trade@fastjet.com

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

AMADEUS 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 Amadeus (1A) and Galileo (1G). 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. However, we do allow up to three (3) character changes only and if reported within 24 hours of making the booking at a fee. Contact our Call Centre for assistance.

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. If the fare includes free-preseating, passengers will be able to book pre-seating at no additional charge.

AMADEUS 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)

TN25OCTHREJNB/AFN

** AMADEUS TIMETABLE - TN ** JNB JOHANNESBURG ZA 25OCT19 01NOV19

1	FN	8331	13	HRE	A	JNB	0605	0750	0	27OCT19	22DEC19	ER4	1:45
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FORMAT EXPLANATION

ITEM	EXPLANATION
1	Segment number
AFN	Airline fastjet
FN	Fastjet carrier code
Y	Availability search for specific date
FQDDARMWZ/AFN/D15JUN	Fare display
FQNT*53	Display fare notes
> ss1q1	Booking class
RP/JNBZA2875/	Creating a PNR
> er	Generating GDS RLOC (1A)
FXP/R, FS-USD	Automated pricing
--- TST RLR ---	Adding a form of payment



Booking and pricing FN

NEUTRAL TIMETABLE SEARCH WITH SPECIFIC CARRIER FN

TNHREJNB/AFN

** AMADEUS TIMETABLE - TN ** JNB JOHANNESBURG.ZA

25OCT19 31OCT19

1	FN	8331	7	HRE	JNB	0605	0750	0	27OCT19	22DEC19	ER4	1:45
2	FN	8331	1234	HRE	JNB	0610	0755	0	28OCT19	24DEC19	ER4	1:45
3	FN	8331	456	HRE	JNB	0625	0810	0	04APR19	26OCT19	ER4	1:45
4	FN	8333	X56	HRE	JNB	1040	1225	0	27OCT19	12JAN20	ER4	1:45
5	FN	8333	456	HRE	JNB	1045	1230	0	28JUNE19	26OCT19	ER4	1:45
6	FN	8335	D	HRE	JNB	1430	1615	0	24OCT19	31OCT19	ER4	1:45

AVAILABILITY SEARCH FOR A SPECIAL DATE

AN25OCTHREJNB/AFN

** AMADEUS AVAILABILITY - AN ** JNB JOHANNESBURG.ZA

1 FR 25OCT 0000

1	FN	8331	Y9	P9	A9	B9	E9	M9	U9	HRE	JNB	0625	0810	E0. ER4	1:45
			K9	L7	H3	G1									
2	FN	8333	Y4	P3	A2	B2	E2	M2	U2	HRE	JNB	1045	1230	E0. ER4	1:45
			K2	L2	H2	G2									
3	FN	8335	Y9	P9	A9	B9	E9	M9	U9	HRE	JNB	1430	1615	E0. ER4	1:45
			K9	L9	H9	G9									
4	FN	8337	Y9	P9	A9	B9	E9	M9	U9	HRE	JNB	1855	2040	E0. ER4	1:45
			K9	L9	H9	G9									

FARE DISPLAY FOR FN FARE OFFERINGS FOR THIS MARKET

FQDHREJNB/AFN/D25OCT

ROE 1.000000 NEAREST 1.00 USD

25OCT19**25OCT19/FN HREJNB/NSP;EH/TPM S93/MPM 711

LN	FARE BASIS	OW	USD	B	PEN	DATES/DAYS	AP	MIN	MAX	FR
1	YNNFLXSO	287	574	Y	NRF	--	++	-	-	R
2	YNNFLXZO	287	574	Y	60	--	++	-	-	R
3	PNNFLXSO	262	524	P	NRF	--	++	-	-	R
4	PNNFLXZO	262	524	P	NRF	--	++	-	-	R
5	ANNFLXSO	238	476	A	NRF	--	++	-	-	R
6	ANNFLXZO	238	476	A	NRF	--	++	-	-	R
7	BNNFLXSO	226	452	B	NRF	--	++	-	-	R
8	BNNFLXZO	226	452	B	NRF	--	++	-	-	R
9	ENNFLXSO	216	432	E	NRF	--	++	-	-	R
10	ENNFLXZO	216	432	E	NRF	--	++	-	-	R
11	MNNFLXSO	205	410	M	NRF	--	++	-	-	R
12	MNNFLXZO	205	410	M	NRF	--	++	-	-	R
13	LNNSTDSO	195	390	U	NRF	--	++	-	-	R
14	LNNSTDZO	195	390	U	NRF	--	++	-	-	R

DISPLAY FARE NOTES FOR A SPECIFIC FARE

FQN01

RULES DISPLAY

25OCT19**25OCT19/FN HREJNB/NSP;EH/TPM 593/MPM 711

LN	FARE BASIS	OW	USD	RT	B	PEN	DATES/DAYS	AP	MIN	MAX	FR
1	GNNSTDZO	166.7		333.4	G	NRF	--	++	-	-	R

FCL: YNNFLXSO TRF: 31 RULE: ZAFL BK: Y
 PTC: ADT-ADULT FTC: EU – ECONOMY RESTRICTED

RU.RULE APPLICATION
 ECONOMY NORMAL FARES
 APPLICATION

AREA
 THESE FARES APPLY
 WITHIN AREA 2.
 CLASS OF SERVICE
 THESE FARES APPLY FOR ECONOMY CLASS SERVICE.
 TYPES OF TRANSPORTATION
 FARES GOVERNED BY THIS RULE CAN BE USED TO CREATE
 ONE-WAY/ROUND-TRIP/CIRCLE-TRIP/ OPEN-JAW JOURNEYS.

AP.ADVANCE RES/TKT

SELECTION OF A BOOKING CLASS

> SSIY1

RP/JNBZA2875/

1	FN	8331	G	25OCT	5	HREJNB	HK1	0625	0810	ER4	E	0
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SEE RTSVC

CREATING A PNR FOR FN FLIGHT

RP/JNBZA2875/

1.	JONES/SUEMRS											
2	FN	8331	G	25OCT	5	HREJNB	HK1	0625	0810	ER4	E	0
	SEE RTSVC											
3	AP NB 011 783 1181 SUE JONES											
4	TK TL24OCT/JNBZA2875											

GENERATING GDS RLOC (1A)

> er

---RLA---RP/JNBZA2875/JNBZA2875

SR/SU 24OCT19/0932z 2DOUF4

1.	JONES/SUEAMRS											
2	FN	8331	G	25OCT	5	HREJNB	HK1	0625	0810	*1A/E*		
3	AP NB 011 783 1181 SUE JONES											
4	TK TL24OCT/JNBZA2875											

AUTOMATED PRICING THROUGH FN-334 BY ENTERING FXP/R,VC-FN

FXP/R, VC-FN

1. JONES/SUE*
 LAST TKT DTE 24OCT19 - SEE ADV PURCHASE

	AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG
HRE										
JNB	FN	8331	G	G	25-Oct	625	GNNSTDZO	25-Oct	25-Oct	23

USD 166.60 25OCT19HRE FN JNB Q7 . 00 159.00NUC166.00END
 GBP 128.00 ROE1.000000
 GBP 11.60-X12
 GBP 1827.10-CB

GBP 166.70
 GBP 166.70
 RATE USED 1USD-0.772988GBP
 BG CXR: FN
 PRICED WITH VALIDATING CARRIER FN - REPRICE IF DIFFERENT VC
 TICKETS ARE NON-REFUNDABLE
 ENDOS NONENDO/NONREF/NONREROUT/VALID ON FLT SHOWN

ADDING A FORM OF PAYMENT

---TST RLR---RP/JNBZA2875/JNBZA2875
 RF SR

FN/RM 24OCT19/0932Z 2DOUF4

- 1. JONES/SUEAMRS
- 2. FN 8331 G 25OCT 5 HREJNB HK1 06:25 0810 *1A/E*
- 3. AP NB 011 783 1181 SUE JONES
- 4. TK TL20JAN/JNBZA2875
- 5. SSR ADTK 1A TO FN BY 24/10/2019 12 32 00 HRE OTHERWISE WILL BE XLD FE PAX
- 6. NONENDO/NONREF/NONREROUT/ VALID ON FLT SHOWN/S2
- 7. FP CASH
- 8. FP PAX FN/S2

