



# 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](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 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 payment within 1 hour.
- **Travel extras such as preselected seats, excess baggage, etc. cannot be booked on Amadeus.** 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).
  - All our fares include a baggage allowance subject to the fare terms and conditions.
  - Travel extras can be booked online at [fastjet.com](http://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 (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 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](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 cards only. This excludes Zimbabwe – fastjet does not accept credit card payments through Amadeus for Zimbabwe flights.

## 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 is FREE OF CHARGE. Please ensure that it is tagged at check-in.

Passengers may bring up to two (2) mobility aids FREE OF CHARGE. These include walking sticks, foldable wheelchairs, electric mobility aids, etc.

Hand guns are allowed, at the discretion of fastjet, 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.

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)11 722 0226 | EMAIL: fnres.jnb@aviareps.com

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

### 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 Operated by Solenta Aviation Mozambique

CALL: +258 214 67 280 | 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

## 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. Credit cards are not accepted in Zimbabwe.

### 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 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, EXCEPT in Mozambique, where the Marketing Carrier is FN and the Operating Carrier is SAM. If issuing on FN-334 ticketing stock, Marketing and Operations Code are both FN.

### Timetable (displays with FN code)

TN01FEBJNB DAR/AFN

\*\* AMADEUS 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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### 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
FQN1*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

TNDARMWZ/AFN

\*\* AMADEUS TIMETABLE - TN \*\* MWZ MWANZA.TZ

18JAN17 25JAN17



1	FN	141	D	DAR	MWZ	0600	0730	0	28OCT16	26MAR17	E90	1:30
2	FN	143	D	DAR	MWZ	1010	1140	0	28OCT16	26MAR17	E90	1:30
3	FN	145	X2	DAR	MWZ	1430	1600	0	14JAN17	23JAN17	E90	1:30
4	FN	145	23	DAR	MWZ	1430	1600	0	24JAN17	25JAN17	319	1:30
5	FN	147	X2	DAR	MWZ	1840	2010	0	14JAN17	23JAN17	E90	1:30
6	FN	147	23	DAR	MWZ	2130	2300	0	24JAN17	25JAN17	E90	1:30

NO MORE FLIGHTS 18JAN17 TO 25JAN17

### AVAILABILITY SEARCH FOR A SPECIAL DATE

AN15JUNDARMWZ/AFN

\*\* AMADEUS AVAILABILITY - AN \*\* MWZ MWANZA.TZ

148 TH 15JUN 0000

1	FN	141	Y4	B4	E	H4	K4	L4	M4	DAR	MWZ	0600	0730	E0. E90	1:30
			S4	T4	X4	O4	Q4								
2	FN	143	Y4	B4	E	H4	K4	L4	M4	DAR	MWZ	1010	1140	E0. E90	1:30
			S4	T4	X4	O4	Q4								
3	FN	145	Y4	B4	E	H4	K4	L4	M4	DAR	MWZ	1430	1600	E0. E90	1:30
			S4	T4	X4	O4	Q4								
4	FN	145	Y4	B4	E	H4	K4	L4	M4	DAR	MWZ	1840	2010	E0. E90	1:30
			S4	T4	X4	O4	Q4								

### FARE DISPLAY FOR FN FARE OFFERINGS FOR THIS MARKET

FQDDARMWZ/AFN/D15JUN

ROE 1.000000 NEAREST 1.00 USD

15JUN17\*\*15JUN17/FN DARMZN/NSP;EH/TPM S27/MPM.....

LN	FARE	BASIS	OW	USD	RT	B	PEN	DATES/DAYS	AP	MIN	MAX	FR
01	QOW		43		86	Q	NRF	- -	++	-	-	R
02	OOW		53		106	O	NRF	- -	++	-	-	R
03	XOW		63		126	X	NRF	- -	++	-	-	R
04	TOW		73		146	T	NRF	- -	++	-	-	R
05	SOW		83		166	S	NRF	- -	++	-	-	R
06	MOW		93		186	M	NRF	- -	++	-	-	R
07	LOW		103		206	L	NRF	- -	++	-	-	R
08	KOW		113		226	K	NRF	- -	++	-	-	R
09	HOW		138		276	H	NRF	- -	++	-	-	R
10	EOW		163		326	E	NRF	- -	++	-	-	R
11	BOW		188		376	B	NRF	- -	++	-	-	R
12	YOW		238		476	Y	NRF	- -	++	-	-	R
13	AOW		288		576	A	NRF	- -	++	-	-	R
14	POW		338		676	P	NRF	- -	++	-	-	R

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### DISPLAY FARE NOTES FOR A SPECIFIC FARE

FQN01

\*\*RULES DISPLAY\*\*

15JUN17\*\*15JUN17/FN DARMWZ/NSP;EH/TPM 527/MPM.....

LN	FARE	BASIS	OW	USD	RT	B	PEN	DATES/DAYS	AP	MIN	MAX	FR
01	QOW		43		86	Q	NRF	- -	++	-	-	R

FCL: QOW TRF: 306 RULE: 5000 BK: Q  
 PTC: ADT-ADULT FTC: ER - 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.

SR.SALES RESTRICT

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### SELECTION OF A BOOKING CLASS

> ss1q1

RP/JNBZA2875/

1	FN	141	Q	15JUN	4	DARMWZ	HK1	0600	0730	E90	E	0
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SEE RTSVC

### CREATING A PNR FOR FN FLIGHT

RP/JNBZA2875/

1.	RIBEIRO/SUSANAMRS											
2	FN	141	Q	15JUN	4	DARMWZ	HK1	0600	0730	E90	E	0
	SEE RTSVC											
3	AP NB 011 783 1181 SUSANA RIBEIRO											
4	TK TL20JAN/JNBZA2875											

### GENERATING GDS RLOC (1A)

> er

---RLA---

RP/JNBZA2875/JNBZA2875

SR/SU 18JAN17/0932z 2DOUF4

1.	RIBEIRO/SUSANAMRS											
2	FN	141	Q	15JUN	4	DARMWZ	HK1	0600	0730	*1A/E*		
3	AP NB 011 783 1181 SUSANA RIBEIRO											
4	TK TL20JAN/JNBZA2875											



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

FXP/R, VC-FN

1. RIBEIRO/SUSAN\*

LAST TKT DTE 21JAN17 - SEE ADV PURCHASE

	AL	FLGT	BK	T	DATE	TIME	FARE	BASIS	NVB	NVA	BG
DAR											
MWZ	FN	141	Q	Q	15JUN	0600	QOW		15JUN	15JUN	20

USD 43.00 15JUN17 DAR FN MWZ43.00USD 43.00END

ZAR 590.00

ZAR 62.00TZ

ZAR 18.00HY

ZAR 670.00

RATE USED 1USD=13.55440ZAR

NO CHARGEABLE ANCILLARY SERVICE

BG CXR: FN

PRICED WITH VALIDATING CARRIER FN - REPRICE IF DIFFERENT VC

FARE VALID FOR E TICKET ONLY

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**ADDING A FORM OF PAYMENT**

---TST RLR---

RP/JNBZA2875/JNBZA2875

RF SR

FN/RM 18JAN17/0932Z 2DOUF4

1. RIBEIRO/SUSANAMRS

2	FN	141	Q	15JUN	4	DARMWZ	HK1	0600	0730	*1A/E*
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3 AP NB 011 783 1181 SUSANA RIBEIRO

4 TK TL20JAN/JNBZA2875

5 SSR ADTK 1A TO FN BY 21/01/2017 12 32 00 DAR OTHERWISE WILL BE XLD

6 FE PAX NONENDO/NONREF/NONREROUT/ VALID ON FLT SHOWN/S2

7 FP CASH

8 FP PAX FN/S2

