



# fastjet

## ON GALILEO

Your guide to booking fastjet flights



*With fastjet (FN) 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

- **Bookings secured on Galileo 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 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).
  - 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 six (6) 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](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.

## 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.
  - \*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 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.

## 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](http://fastjet.com), through the call centre or at a fastjet shop. 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)10 448 0877 | EMAIL: [trade@fastjet.com](mailto: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](mailto:trade@fastjet.com)

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

## 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](mailto: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](http://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](mailto:trade@fastjet.com).

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

A: Seats can be booked online via [fastjet.com](http://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](mailto:trade@fastjet.com). If the fare includes free-preseating, passengers will be able to book pre-seating at no additional charge.