



16th December 2013

Important Flybe Announcement

Bag and Change Fee GDS Enhancement

IATA has mandated the withdrawal of vMCOs by the end of this year and is replacing them with Electronic Miscellaneous Documents (EMDs). We are working closely with our host system provider to integrate this new process but are awaiting confirmation from the GDSs as to when they can support this functionality for Flybe. It has become clear that they will not be able to meet IATA's deadline for us and several other carriers therefore we are introducing the following interim solutions which should be used for ancillary collections from 19th December 2013.

Itinerary and Name Changes

Itinerary and name change fees will now be collected as an 'OD' tax when exchanging/reissuing the e-ticket. This applies to all GDS and amendments have been enabled within each GDS to ensure that this will be reflected in the automated re-pricing tools.

Where your GDS offers a range of tax codes, please only use 'OD' for Flybe ('OD' is the official change/penalty code as designated by IATA).

Baggage Charges

Flybe is pleased to introduce a 20k baggage inclusive fare which can be itinerary priced using an account code 'BAG'. This fare will have a unique 'BAG' fare basis with 20k allowance reflected on the e-ticket. The baggage fee will be collected as a 'Q' surcharge. There will be no requirement to add SSR remarks into the booking.

The baggage fee included within the ticket price will be in line with Flybe.com. Baggage charges are per bag per sector as follows:

| | | | |
|----------------------|----------|----------|----------|
| Domestic Routes | GBP15.99 | EUR22.00 | CHF26.00 |
| International Routes | GBP17.99 | EUR24.00 | CHF29.00 |

For consistency, **our 'New Economy' fares will also now be priced using an account code**

'NEW'. Please refer to the below for updated pricing entries (with effect from 19/12/13).

Flybe will now offer four fare types via the GDS:

1. 'Essentials'

- 10k hand baggage allowance

2. 'Baggage inclusive'

- 10k hand baggage allowance
- A standard 20k hold bag

3. 'New Economy'

- 10k hand baggage allowance
- A standard 20k hold bag
- Standard advance seat assignment
- Changeable ticket (fare difference may apply)

4. 'Plus'

- 10k hand baggage plus laptop
- 40k hold baggage allowance (2 bags)
- Advance seat assignment (any seat)
- Fully changeable ticket

Pre-booking an additional bag:

Where the 'Baggage Inclusive' or 'New Economy' fares have been purchased and there is a requirement to add an additional hold bag this may be processed as follows:

- Retrieve online at www.flybe.com and purchase an additional bag as required;
- Process the fee for the additional bag through vMPD via BSP link – there will be a requirement to add SSRCKIN for 2BAG so that the applicable baggage allowance is identified at check-in.

Exceptional Items (i.e. golf clubs, skis):

The carriage of exceptional items must be arranged via Flybe's Customer Call Centre on 0871 700 2000. Where there is a requirement to prepay for an exceptional item, this may be processed through vMPD via BSP link.

IMPORTANT NOTES:

Where pre-payment is processed through vMPD via BSP link, confirmation of payment must be added to the booking via an SI/OS/OSI remark.

Flybe would like to remind agents that in the event of a change fee not being collected correctly via the 'OD' process may result in an ADM being issued.

Any queries relating to these changes [e-mail: sales.support@flybe.com](mailto:sales.support@flybe.com)

A copy of this announcement is also available at www.flybe.com/trade

GALILEO

Example provided using 'Y' class on a return ticket

BAGGAGE INCLUSIVE - 'BAG'

With effect from 19/12/13 - Pricing entries FQCBE**ADD-BAG or FQBBCBE**ADD-BAG

```
>FQCBE**ADD-BAG
PSGR          FARE          TAXES          TOTAL PSG DES
FQA 1        GBP          288.00          54.01          342.01 ADD
  GUARANTEED
GRAND TOTAL INCLUDING TAXES ***          GBP          342.01
```

BAGGAGE ALLOWANCE

```
ADD
BE BHKWAT 20K
BAG 1 - CHGS MAY APPLY IF BAGS EXCEED TTL WT ALLOWANCE
BAG 2 - CHGS MAY APPLY IF BAGS EXCEED TTL WT ALLOWANCE
```

```
FQA FLIGHT    DATE DEP ARR    (DEP. CITY)  FARE  FLOWN  MPM
QUOTE 1 PSGR 1 ADD
1 BE 755  Y  13DEC3  10451205      BHX
2 BE 756  Y  20DEC3  12301345      WAT          R
2A          Q          31.28
2B          YBAGS  **NUC    193.97      BE
3          BHX          R
3A          Q          31.28
3B          YBAGS  **NUC    193.97      BE
          TOTAL **NUC    450.50
3C TAX      13.00  GB      12.01  UB      2.50  LQ      12.50  UP
3D TAX      14.00  YR
3E*FARE*GBP 288.00          TOTAL GBP      342.01
```

NEW ECONOMY - 'NEW'

With effect from 19/12/13 - Pricing entries FQCBE**ADD-NEW or FQBBCBE**ADD-NEW

```
>FQCBE**ADD-NEW
PSGRS 1 ADD
QUOTE BASIS   CONSTR  QUOTE STATUS   FARE.GBP
1  YNEWSS     R-     PRIVATE FARE   342.01      FQA
```

```
FQA FLIGHT    DATE DEP ARR    (DEP. CITY)  FARE  FLOWN  MPM
QUOTE 1 PSGR 1 ADD
1 BE 755  Y  13DEC3  10451205      BHX
2 BE 756  Y  20DEC3  12301345      WAT          R
2A          Q          31.28
2B          YNEWSS  **NUC    193.97      BE
3          BHX          R
3A          Q          31.28
3B          YNEWSS  **NUC    193.97      BE
          TOTAL **NUC    450.50
3C TAX      13.00  GB      12.01  UB      2.50  LQ      12.50  UP
3D TAX      14.00  YR
3E*FARE*GBP 288.00          TOTAL GBP      342.01
```

ESSENTIALS and PLUS pricing entries remain as FQBBCBE or FQCBE

WORLDSPAN

Example provided using 'T' class on a return ticket

BAGGAGE INCLUSIVE – 'BAG'

With effect from 19/12/13 - Pricing entry 4PFSR#/@@BAG.AC

```
1 BE 755T 13DEC FR BHXWAT SS1 1045 1205 /O $ E
2 BE 756T 20DEC FR WATBHX SS1 1230 1345 /O $ E
>4PFSR#/@@BAG.AC
```

```
ADD01          268.00          54.01          322.01
*TTL           268.00          54.01          322.01

FBC ADD TBAGS
ADD BHX BE WAT Q31.28 178.33BE BHX Q31.28 178.33NUC419.22END
ROE.639264 BE XT2.50LQ12.50UP14.00YR
TX 13.00GB 12.01UB 2.50LQ 12.50UP 14.00YR
```

NEW ECONOMY – 'NEW'

With effect from 19/12/13 - Pricing entry 4PFSR#/@@NEW.AC

```
1 BE 755T 13DEC FR BHXWAT SS1 1045 1205 /O $ E
2 BE 756T 20DEC FR WATBHX SS1 1230 1345 /O $ E
>4PFSR#/@@NEW.AC
```

```
TICKET      BASE GBP      TX/FEE GBP      TKT TTL GBP
)>MD
ADD01          268.00          54.01          322.01
*TTL           268.00          54.01          322.01

FBC ADD TNEWSS
ADD BHX BE WAT Q31.28 178.33BE BHX Q31.28 178.33NUC419.22END
ROE.639264 BE XT2.50LQ12.50UP14.00YR
TX 13.00GB 12.01UB 2.50LQ 12.50UP 14.00YR
```

ESSENTIALS and PLUS pricing entries remain as 4PLFB or 4P