

New fare families effective 15SEP20

GENERAL

For which flights/routes will the new fare families apply?

The new fare families will apply to all routes operated by Aegean & Olympic Air except for the exceptional routes.

What are the exceptional routes?

The exceptional routes are Egypt, Saudia Arabia, PSO Routes and codeshare flights.

Which fare families are available for domestic and international routes?

Light, Flex, ComfortFlex and Business

Which fare families will apply to exceptional routes and codeshare flights?

There will be three fare families on exceptional routes: Saver (from P to Q class), ComfortFlex (from H to Y class) and Business (from A to C class).

On codeshare flights, depending on the market, there will be Saver (from P to Q class), ComfortFlex (from H to Y class) and Business (from A to C class) or ComfortFlex (all economy classes) and Business.

Which fare family is available for PSO routes?

For flights on PSO routes, the ComfortFlex fare family will be available.

REISSUE

My customer has a completely unused ticket that was issued before 15SEP20 and must be reissued after 15SEP20. Which fare family is applied?

Completely unused tickets can be reissued according to the following table:

GoLight	→	Light		
FLEX	→	ComfortFlex	Saver*	Business
Saver *	→	Saver*	ComfortFlex	Business
Business	→	Saver*	ComfortFlex	Business

* exception routes and codeshare

My customer has a partially used ticket that was issued before 15SEP20 and must be reissued after 15SEP20. Which fare family is applied?

For partially used tickets, the prices according to the original date of issue of the ticket as well as the fare families and rules of the original ticket apply.

Are the new fare families interchangeable?

Tickets issued after 15SEP20 can be reissued according to the following table:

Light	→	Light		
FLEX	→	FLEX	Business	
ComfortFlex	→	ComfortFlex	Saver*	Business
Saver*	→	Saver*	ComfortFlex	Business
Business	→	Saver*	ComfortFlex	Business

* exception routes and codeshare

PRIORITY BOARDING

Which economy fare family is entitled to priority boarding?

The ComfortFlex fare family is eligible for priority boarding at the airport gate. Eligible passengers are identified by the display of the fare family on the boarding pass (no priority boarding information is visible on the ticket or PNR).

SAME DAY CHANGE

Does a fare family allow passengers to make free change on the day of travel?

Same day changes can only be made during mobile check-in process or at check-in counters and are only allowed for ComfortFlex and Business class (no ticketing action required). Passengers have the option to rebook a flight on the day of travel and only if there are still seats available in economy and business class respectively (valid for direct flights only on same carrier A3 or OA). No cross-cabin same day changes are permitted. There are destinations- and type of travel limitations. Further info can be found in Travel Agents Info Guide (TAIG).

SEAT SELECTION

Are all seats available for selection?

All seats are offered for selection, from the time of the booking until closing of check-in. For fees and the latest policy, please refer to the Travel Agent Info Guide (TAIG).

Is there an economy fare family with free seat selection?

Yes, with Flex you can choose a standard seat free of charge and with ComfortFlex a standard seat or upfront seat.

Checked Baggage Allowance

What are the baggage rules for the Fare Families?

Please find the baggage rules in the following table:

	Light	Flex	ComfortFlex
Cabin Baggage	1 personal item (women's/men's handbag or a thin laptop case) <u>OR</u> 1 carry-on bag of maximum 8kg	1 personal item (women's/men's handbag or a thin laptop case) <u>AND</u> 1 carry-on bag of maximum 8kg	1 personal item (women's/men's handbag or a thin laptop case) <u>AND</u> 1 carry-on bag of maximum 8kg
Checked Baggage	not included	not included	1 PC up to 23kg included

Passengers with boarding passes where no fare family is identified (i.e. boarding passes of other airlines), are entitled to 1 personal item in the cabin of the aircraft and 1 carry-on baggage up to 8kg that can be stored in the overhead bin.