

Rules for handling of long term schedule changes and short term schedule changes (re-bookings / reissues / refunds) in Travel Agency sales.

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1. DEFINITIONS

SCHEDULE CHANGE: any modification to the operation of a flight e.g. flight delay, flight cancellation.

PLANNED or LONG TERM SCHEDULE CHANGE: the interruption has occurred earlier than one calendar day prior to the scheduled departure day of the first impacted flight.

UNPLANNED or SHORT TERM SCHEDULE CHANGE: the interruption has occurred on the day of departure of the first impacted flight, or the day prior.

2. PREREQUISITES AND GENERAL RULES

- Passenger holds an EN ticket and a confirmed booking on an EN flight (EN flight number and EN operating).
- The schedule change occurs on an EN flight (EN flight number and EN operating).
- Travel agencies are authorized to handle Air Dolomiti schedule changes (EN operating + EN flight number) on EN tickets (101-) as per the rules described below – of course there is no obligation to do so.

If case of doubts about the handling of a schedule change or would like Air Dolomiti to handle the case, please contact the airline.

In case you do a reissue/refund on involuntary basis please observe all rules as described below; failure to do so may result in an agency debit memo (ADM).

2.1 Major irregularity events

In case of major irregularity events, an Air Dolomiti goodwill policy may be granted and be applicable to non-cancelled flights; such a goodwill policy will be communicated separately with all details about travel dates, applicability, etc.

3. REBOOKING RULES FOR LONG TERM SCHEDULE CHANGE (UN/TK)

- The rebooking should correspond to the original booking, including validating carrier, same routing and, when possible, same booking class. If same booking class could not be found, first available one in the same compartment can be booked without requesting any waiver.
- In case of cancellation (UN segment status): you can offer one free rebooking on same route.
- In case of schedule change (TK segment status): you can offer one free rebooking on same route.
- Same travel compartment must be used, never rebooking on a different travel compartment as this may result in an ADM.
- If rebooking on different route is necessary, it is strongly recommended that new routing is kept on the Air Dolomiti Network.
- If a passenger has already been reaccommodated by Air Dolomiti to an alternate flight, the Travel Agent may change one-time free of charge to another flight/flight connection acceptable to the passenger and in accordance with this policy. Unneeded flight segments must be cancelled.
- Any further change after the one-time free of charge rebooking is subject to the original fare conditions.
- If the passenger has not been re-accommodated by EN he may choose an alternate flight/flight connection acceptable to him one time for free – any further change is subject to the fare conditions.

4. REBOOKING RULES FOR SHORT TERM SCHEDULE CHANGE (UN)

In case of short term schedule change (flight delay of flight cancellation) Air Dolomiti will automatically rebook passengers who are affected and the tickets will be updated accordingly.

If after such an automated airline process the Travel Agent has no more access to the reissued ticket, he/she must contact the local Air Dolomiti Support for a further reissue.

In case a passenger has not been re-accommodated and/or the ticket has not been updated accordingly, the Travel Agent is authorized to handle the case according to this policy. If the passenger does not agree to the offered rebooking the Travel Agent may change one-time free of charge to another flight/flight connection according the rules outlined within this chapter. Not needed flight segments must be cancelled. The ticket handling can be done by the Travel Agent if it is according to this policy.

- **Alternative 1**
 - rebooking as per original booking, including validating carrier, same routing and, when possible, same booking class. If same booking class could not be found, first available one in the same compartment can be booked without requesting any waiver.
 - same travel compartment must be used, never rebook on a different travel compartment as this may result in an ADM.
 - if rebooking on different route is necessary, it is strongly recommended that new routing is kept on the Air Dolomiti Network.

- **Alternative 2**

- rebooking onto a direct or combined routing within the Lufthansa Group airline's prime flight network (LH/OS/LX), rerouting to geographical close destinations allowed (e.g. original flight FRA EN TRN rebooked FRA LH MIL or FRA LH MUC EN TRN). If same booking class could not be found, first available one in the same compartment can be booked without requesting any waiver.
- same travel compartment must be used, never rebook on a different travel compartment as this may result in an ADM.

If none of the alternative solutions is available or accepted by the passenger, the local Air Dolomiti Support must be contacted. There might be other alternatives e.g. with Star Alliance Partners. However, these are only to be handled by the local Air Dolomiti Support.

In case none of the alternatives is accepted by the passenger, the ticket may be refunded. More information about refund can be found in chapter 4 Refund. Non-compliance with the rules described in the scenarios may result in an ADM.

3. REISSUE

Travel Agencies may reissue themselves 101 tickets as per the rules described above without previous authorization/waiver from Air Dolomiti.

- In case of manual reissue:
 - it is strongly recommended to enter the correct reason into the FE ENDO BOX of the reissued ticket:
 - for long term: SKCHG ENxxx 20sep
 - for short term: INVOL ENxxx 20sep
 - it is mandatory to add the correct indicator at the beginning of your fare calculation. In case of missing indicator, this will automatically result in an ADM.
 - For long term: S-
 - For short term: I-
- In case of automatic reissue (ATC – Amadeus Ticket Changer FXI function):
 - Involuntary indicator on your fare calculation and FE box are both automatically filled in (FE element is automatically amended by “INVOL REROUTE FARE RESTRICTION MAY APPLY”). In that case no further entry needed.

4. REFUND

a) Refund of an EN 101- ticket is authorized in case a **long term schedule change** (TK) of an EN flight is causing a time change of **more than 2h*** to the departure and/or arrival time or - in case of a flight cancellation (UN) be it short or long term.

Flight number changes and/or UN or UN/TK causing a time change of two hours or less do not entitle to a refund on involuntary basis.

*in case of time change (TK) of flight –when the departure time is brought forward more than one hour (> 60 minutes) involuntary full refund is permitted (eg. 0755 iso 0900).

b) Refund of an EN 101- ticket is authorized in case a **short term flight delay of more than 5h** to the departure and/or arrival time or - in case of a flight cancellation (UN).

Delays of five hours or less do not entitle to a refund on involuntary basis.

Any unused ticket may be fully refunded. Partly used tickets may be partly refunded, e.g. on half return basis, or according to single unused coupons.

Refund of DCC is permitted only for completely unused tickets. No refund of DCC for partially used tickets.

You may proceed on an involuntary basis directly in your GDS and no waiver is needed.

Alternatively, any Travel Agent may proceed via BSP link with Refund Application Authority (RAA).

b) In case of a schedule change or cancellation of an EN flight (EN flight number or codeshare flight number) on another airline ticket, please, contact the ticketing carrier as a waiver to proceed may be required.

(E.g. if you have booked an LH codeshare flight onto an EN operating flight and issued a Lufthansa 220- ticket, please, contact Lufthansa as ticketing carrier).