

Booking & Ticketing Policies of SWISS

Overview of Changes for Global Markets

March 2015

1/1

BOOKING POLICY

Paragraph/Section	Comment
3 - Name Changes / Name Corrections	The paragraph has been re-worded for a better understanding.

TICKETING POLICY

Paragraph/Section	Comment
6B - Usage of EMD - with SWISS ticketing RFISC 996 Refundable Balance	Correction of refund application methodology (through BSP link iso by email to: refundtravelagents@swiss.com). <i>[If refund and issuance of new ticket is not possible or for any partially used tickets: re-issue the ticket and request the fare difference with the refund application process through the BSP link.]</i>
7B - Possible ticket adjustment procedures in connection with EMD – Section C	Reference to paragraph 6B in relation to work-around solution for use of EMD-S for refundable balance.
9 - General ADM-ACM Policy – ADM reasons / Section 6 – Refund Audit	Incorrect USD/CAD amounts have been amended. Corrected amounts are: USD30 (iso USD25) and CAD30 (iso CAD25).
9 - General ADM-ACM Policy – ACM Issuance	Correction of wrong charge for ACM issuance. The ACM fee is defined on a case by case basis (iso wrongly indicated CHF 25.00 /EUR 20.00/ USD30.00/ CAD30.00).
9 - General ADM-ACM Policy – ADM reasons – Section 2 Exchange Audit	Added reason for ADM: Involuntary LX/724 ticket re-issue in case of LX long term Schedule Changes which are not in compliance with the SWISS SKCHG Policy.

GLOSSARY

Added Definition	Explanation
SKCHG	Schedule Change (as defined by IATA)