شماره: 28718



همكاران محترم آژانسهای هواپیمایی

پیرو بخشنامه شماره 27824 مورخه 18 مرداد 1397 سازمان محترم هواپیمایی کشوری در رابطه با نرخ تسعیر ارز در سیستمهای رزرواسيون بليط هواپيما به منظور شفافيت و اطلاع رساني دقيقتر از كليه آژانس هاي هواپيمايي سراسر ايران درخواست مي گردد نسبت به رعایت موارد مشروحه دقت لازم را به عمل آورند.

## 1. Refund unused ticket

Method of calculation would remain as EK Standard Procedure based on original BSR as before with no change such as below:

Total value of original ticket – (Data Change Penalty \* BSR rate original ticket)

2. Partially used tickets would follow EK standard procedure concept with no changes.

## 3. Unused tickets

3-A) Tickets holding Issue Date on/before 8th AUG regardless of same NUC or NUC Change follows EK standard procedure as past.

Example 1: Issued date before 8th AUG, Same NUC

Ticket issued on 4th AUG with BSR rate 4th AUG equal to IRR 44,070, Fare USD 2020

Date change on 12th AUG where BSR 12th AUG is IRR 92,836, Same Fare USD 2020

Penalties to be applied: Date change which is equal to USD 50 (Example)

Method of calculation is as per EK standard procedure as before without any change as:

[USD 50\* IRR 44,070] + [2020\*(92,836-44,070)]

## Example 2: Issued date before 8th AUG, NUC Change

Ticket issued on 4th AUG with BSR rate 4th AUG equal to IRR 44,070, Fare USD 2020

Date change on 12th AUG where BSR 12th AUG is IRR 92,836, Fare USD 2450

Penalties to be applied: Date change which is equal to USD 50 (Example)

Method of calculation is as per EK standard procedure as before without any change as:

[USD 50\* IRR 44,070] + [(2450\*92,836) - (2020\*44,070)]

Airline of the Year 2018 (Air Transport Awards)

Arrine of the Year 2016 (Air Transport Awards)
Best Intercontinental Airline (Grand Travel Awards 2018)
Excellence in Management (10th Annual Loyalty Awards 2018)
Airline with the Best Business Class (Business Traveller Middle East Awards 2018)
Best First Class Airport Lounge in the Middle East (Business Traveller Middle East Awards 2018)
Airline with the Best Cabin Crew (Business Traveller Middle East Awards 2018)

Best inflight Wi-Fi in the Middle East (APEX Asia 2018)

Best inflight Wi-Fi in the Middle Last (APEX Asia 2018)
Best Overall Experience in the Middle East (APEX Asia 2018)
Middle East Leading Airline (World Travel Awards Middle East 2018)
Middle East Leading Airline Brand (World Travel Awards Middle East 2018)
Middle East Leading Business Class Airport Lounge (World Travel Awards Middle East 2018)
World's Best Inflight Entertainment award for the 14th year in a row (Skytrax World Airline Awards 2018)

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3-B) Tickets holding Issue Date on/after 9th AUG with same NUC or NUC Change follows **NEW** calculation rule as per CAO instruction under below conditions:

Example 3: Issued Date on/after 9th AUG, Same NUC

Ticket issued on 9th AUG with BSR rate 9th AUG equal to IRR 42,000, Fare USD 2020

Date change on 12th AUG where BSR 12th AUG is IRR 92,836, Same Fare USD 2020

Penalties to be applied: Date change which is equal to USD 50 (Example)

**NEW** As an example method of calculation is USD 50\* IRR 92,836 only

Example 4: Issued date on/after 9th AUG, NUC Change

Ticket issued on 9th AUG with BSR rate 9th AUG equal to IRR 42,000, Fare USD 2020

Date change on 12th AUG where BSR 12th AUG is IRR 92,836, Fare USD 2450

Penalties to be applied: Date change which is equal to USD 50 (Example)

**NEW** As an example method of calculation is:

[USD 50\* IRR 92,836] + [(2450-2020)\*92,836]

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