

به نام خدا

شماره : ۲۰-۲-۵۷۷
تاریخ : ۱۳۹۸/۱۱/۲۷



رؤسای محترم شعب "هما" و دفاتر خدمات مسافرتی

موضوع : اصلاحیه شرایط فروش مسیرهای بین المللی "هما" صادره در ایران با شروع مسافرت از ایران

احتراما اصلاحیه شرایط فروش مسیرهای بین المللی "هما" صادره در ایران با شروع مسافرت از ایران **PTF20A** جهت صدور بلیت از تاریخ بخشنامه، در دوره پروازی (16FEB20-30NOV20) به شرح ذیل اعلام میگردد.

Conditions of IR PTF Fares		Business Compartment			Economy Compartment			
		Flexible	Basic		Flexible	Basic	Saver	
00.TITLE/APPLICATION		IR online fares for OW/RT/OJ journeys from Iran saleable worldwide.						
01.BOOKING CLASS		J, C	I		Y, S, V	Q, K, M	N, X, L	
03.SEASONALITY		Travel commencement 16FEB20-30NOV20 on the first international sector from Iran.						
04.FLIGHT APPLICATION		IR International network. IR Domestic network in connection with International.						
05.ADVANCE RES/TICKETING		Reservation and Ticketing according to System Time Limit. Open segment is not allowed on any RBDs.						
07.MAXIMUM STAY		One Year	3 Months		One Year	One Year	3 Months	
10.PERMITTED COMBINATIONS		1/2RT of above subclasses permitted. The most restrictive validity will be applied. IR Domestic sector (RBD V only) in connection with international flight at a price of USD20.00 permitted. Domestic full fare is collected in connection with BEY/BGW/DOH/DXB/KWI/NJF.						
11.BLACKOUT DATES		Travel commencement is not permitted during 01JUN20-15SEP20 on fare basis LPTF20A and XPTF20ACD.						
12.SURCHARGES		USD5.00 per international coupon will be added to the applicable fare. Surcharge applies per adult and child. Infant is exempted.						
16.PENALTIES-CHANGES/CANCELLATION	Change of Reservation Date (CHD=ADT) :	Before DEP	Issue new ticket and Refund without Refund fee	Refund (USD60 or EQUIV) and Issue new Ticket	Issue new ticket and Refund without Refund fee	Refund (USD40 or EQUIV) and Issue new Ticket	Refund (USD60 or EQUIV) and Issue new Ticket	
		After DEP	Issue new TKT and Deduct 1/2RT of used RBD (Refund process free)	Deduct 1/2RT of used RBD (Refund process USD60 or EQUIV), issue new TKT	Issue new TKT and Deduct 1/2RT of used RBD (Refund process free)	Deduct 1/2RT of used RBD (Refund process USD40 or EQUIV), issue new TKT	Deduct 1/2RT of used RBD (Refund process USD60 or EQUIV), issue new TKT	
	Remark		In case of Change of Reservation (Flexible RBDs), Insertion of the original ticket number in the SRPT section of the new ticket (issuance mask), and insertion of the new ticket number in the REFFPOP2 section of original ticket in the form of ZR09668.... (refund mask) is mandatory. In all cases for new ticket issuance, current Fare/Taxes and BSR rate applies. This may result in fare+TFC difference.					
	No-Show/ Cancellation within 24 hours of DEP (CHD=ADT) :	Before DEP	USD80 or EQUIV	USD100 or EQUIV	USD80 or EQUIV	USD80 or EQUIV	USD100 or EQUIV	
		After DEP						
	Refund (CHD=ADT) :	Before DEP	USD40 or EQUIV or No-show fee in case	USD60 or EQUIV or No-show fee in case	USD40 or EQUIV or No-show fee in case	USD40 or EQUIV or No-show fee in case	USD60 or EQUIV or No-show fee in case	
		After DEP	Deduct 1/2RT of used RBD + USD40 or No-show fee in case	Deduct 1/2RT of used RBD + USD60 or No-show fee in case	Deduct 1/2RT of used RBD + USD40 or No-show fee in case	Deduct 1/2RT of used RBD + USD40 or No-show fee in case	Deduct 1/2RT of used RBD + USD60 or No-show fee in case	
Remark		In case of Refund within 24 hours before departure time, only No-Show fee will be collected.						
Upgrading, Downgrading, Change RBD, Change of route, Validity extension :	Before DEP	1- Refund process, applying Refund or No-show fee. 2- Issuance of new ticket calculating current applicable fare + TFCs						
	After DEP	1- Refund unused coupons from old ticket deducting 1/2RT of used RBD + Refund or No-show fee in case. 2- Issuance of new ticket calculating current applicable fare + TFCs						
18.TICKET ENDORSEMENT		REF FEE USD.../NO-SHOW FEE APPLY/FARE DIFF MAY APPLY	REF & RBKING FEE USD.../NO-SHOW FEE APPLY/FARE DIFF MAY APPLY	REF FEE USD.../NO-SHOW FEE APPLY/FARE DIFF MAY APPLY	REF & RBKING FEE USD.../NO-SHOW FEE APPLY/FARE DIFF MAY APPLY	REF & RBKING FEE USD.../NO-SHOW FEE APPLY/FARE DIFF MAY APPLY	REF & RBKING FEE USD.../NO-SHOW FEE APPLY/FARE DIFF MAY APPLY	
19.CHILDREN/INFANT DISCOUNTS		Child (Over 2 years - Under 12 years)=25% of ADT fare, Infant (Under 2 years old)=90% of ADT fare, Unaccompanied Minors (5 - Under 12 years)=No Discount						
23.MISCELLANEOUS PROVISIONS (BAGGAGE ALLOWANCE)		50 kg	50 kg	40 kg	40 kg	40 kg	40 kg	
		40 kg (IR Direct INT flights from DOM points) 40 kg (IR Direct INT flights from DOM points) 30 kg (IR Direct INT flights from DOM points) 30 kg (IR Direct INT flights from DOM points) 30 kg (IR Direct INT flights from DOM points)						
		INF=10 kg for all RBDs. The maximum weight for each piece of baggage should not exceed 23 kg.						
Agent Commission		Permitted						
Remark		Voluntary Refund restricted to ticket issuing office. All charges/fees on IR Direct International flights originating from/or destined to interior points except Tehran are 75% of mentioned penalties. VOID of an issued ticket is possible on the same day without any penalty.						

غلامرضا مشاک زاده
مدیر کل فروش مسافر