

IRAN



Dear Travel Agency Partners ,

Within the context of Pricing Solutions Project; fundamental changes in reissue/exchange rules are as below by effective date of the circular .

NO SHOW

Procedure for the international flight tickets issued by our company defines NOSHOW as explained below: Flight coupon of a passenger having a reserved seat but not showing up check in desk for on scheduled flight time.

Even if the pnr record has new flight or time limit, as long as ticket has not been changed, show passenger must be checked only per flight departure times indicated on ticket. Wholly domestic tickets are out of scope.

On the other hand, in accordance with the rule as CHANGE IS BEFORE ORIGINAL SCHEDULED FLIGHT given in the fare note, passenger's request of change must be reflected on the ticket **before original flight departure time**. Otherwise the passenger will be accepted as noshow and will be acted in accordance with the noshow rules in CAT16.

If it is essential, REVAL option must be given before original flight time. In summary, noshow may appear when exchange is reflected on the ticket rather than when the flight is canceled.

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