به نام خدا

IranAir
The Airline of the Islamic Republic of Iran

شماره : ۲۰-۲-۵۷۸
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رؤسای محترم شعب "هما" و دفاتر خدمات مسافرتی

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

احتراما اصلاحیه شرایط فروش مسیرهای بین المللی "هما" صادره در ایران با شروع مسافرت خارج از ایران **PT20A** 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 to Iran saleable in Iran only.				
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 to 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 LPT20A and XPT20ACD.				
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/CANCELATION	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 REFFOP2 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 / After DEP	USD80 or EQUIV	USD100 or EQUIV	USD80 or EQUIV	USD80 or EQUIV	USD100 or EQUIV
	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
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(IR Direct INT flights to DOM points)	40 kg(IR Direct INT flights to DOM points)	30 kg(IR Direct INT flights to DOM points)	30 kg(IR Direct INT flights to DOM points)	30 kg(IR Direct INT flights to 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