

LX Agency Support “P-CLASS EUROPE BUSINESS UP-SELL”

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1. PASSENGER BENEFIT

- . **BEFORE THE JOURNEY:**
 - Separate Business class check-in counters at the airport
 - Fast lane in customs and security (several airports)
 - Business class free baggage allowance: 2PC (twice 32kg)
 - 2 pieces of 8kg each hand luggage
 - Access to our Business lounges

- . **DURING THE FLIGHT:**
 - Snacks or gourmet sandwich on short-haul flights
 - Hot or cold meal on medium and long-haul flights
 - Selection of daily newspapers in different languages

- . **AFTER THE JOURNEY:**
 - Priority during baggage reclaim
 - More award and status miles for Miles & More participants

2. APPLICATION

- . This is only valid for **LX** issued tickets.
- . Valid on **LX** operated flights.
- . Now also available for a few Edelweiss flights (see list - flat rate charges)
- . The upgrade is only applicable on original issued segment(s), not for rebooking (new date / new schedule or new route)
- . This product is only applicable for certain O and D's. Please visit www.swiss.com/agent for more details.
- . This product is not applicable to:
 - Fully domestic tickets within Switzerland
 - Any AD fare tickets
 - Agent special offers
 - Miles and More award tickets
- . This product is now eligible on Fare Components including **LX** flight number range – **LX74xx** (train) segment. Please note the following:
 - If no **LX** operated direct flights exists to / from **BSL**, the **P-Class** flat rate to / from **ZRH** must be applied.

3. TICKETING

- . This offer is only valid for **LX** plated tickets.
- . The flat amount is charged on top of the Economy class Fare.
- . P-upsell must be converted in NUC and shown in the ticket's Fare Calculation.

4. FARE CONDITIONS

- . **RBD:**
 - P-class
- . **REBOOKING:**
 - Collect fee from original fare if any do not re-collect P up-sell
- . **REFUND:**
 - when original fare is refundable P up-sell is also refundable
 - when the original fare is non-refundable, the P up-sell is also non-refundable
- . **REISSUE:**
 - (e.g. a change of date); In case no P-class is available: no refund of the up-sell is allowed
 - However if a fare difference is involved, the up-sell amount can be used for the re-issue
 - The P up-sell amount can no longer be used to cover the rebooking fee
- . **FARE COMPONENT:**
 - P-upsell is offered per Fare Component only (origin / destination)
 - Meaning, that all flights within a Fare Component must be available and / eligible for the up-sell. Otherwise the entire Fare Component can't be upgraded
 - Upgrading of a single flight within the Fare Component is not permitted
- . **POINT OF COMMENCEMENT:**
 - P-upsell applies according to the Point of Commencement. **(POC)**
- . **TICKETING DEADLINE:**
 - 24 Hours
- . **ELIGIBILITY:**
 - Applicable for one way or return
- . **STOPOVER:**
 - Permitted
- . **DISCOUNT:**
 - Child discount not permitted.
 - Infant discount permitted as per Fare used. See NC19 / CH.

➤ [flat rate charges](#)

➤ [Booking Procedure Guide](#)

5. AIRPORT TAXES AND INTERNATIONAL SURCHARGE

- . Mind to check airport taxes as some countries have different taxes in Economy class or in Business class
- . The International Surcharge (YQ) amount may differ from one RBD to another
- . The YQ Surcharge for P-up-sell remains the same

6. NEW SALES OF P-CLASS UPSELL

All examples are fictitious and must not be compared with actual NUC amounts.

- First an Economy class fare ticket has to be issued

Original ticket	reissued ticket
01 ZRH PAR V VSWISS/OPF 02OCT02OCT 1PC	01 ZRH PAR P VSWISS/OPF 02OCT02OCT 2PC
02 PAR ZRH V VSWISS/OPF 20OCT20OCT 1PC	02 PAR ZRH P VSWISS/OPF 20OCT20OCT 2PC
-----	-----
ENDO FARE RESTRICTIONS APPLY	ENDO FARE RESTRICTIONS APPLY / SEE GPCLEU
FCALC ZRH LX PAR 162.65VSWISS/OPF LX ZRH 162.65VSWISS/OPF NUC325.30	FCALC ZRH LX PAR 162.65VSWISS/OPF LX ZRH 162.65VSWISS/OPF QZRHPAR209.88 QPARZRH209.88 NUC745.30
ROE 0.95292	ROE 0.95292
FARE CHF310.00	FARE CHF710.00
TAX CHF41.40CH CHF5.50FR CHF1.50IZ CHF88.YQ	TAX PD41.40CH PD5.50FR PD1.50IZ PDF88.00YQ CHF20.00IZ
TTL CHF446.40	TTL CHF400.00A

In a P-upsell ticket only the **O & D city pair** of the Fare Component has to be shown and not the entire journey.

01 LX 2021 P 30SEP MAD ZRH HK1 0950-3 1205-3 Y-Q
02 LX 1838 P 30SEP ZRH ATH HK1 1255-3 1535-3 Y-Q
03 LX 1831 P 15OCT ATH ZRH HK1 1410-4 1600-4 Y-H
04 LX 2032 P 15OCT ZRH MAD HK1 1650-4 1905-4 Y-H
CORRECT FARE CALCULATION
MAD LX X/ZRH LX ATH 177.57QSWISS LX X/ZRH LX MAD 299.00HSWISS QMADATH192.67 QATHMAD192.67 NUC..

7. REBOOKING / REISSUE GUIDELINE

All examples are fictitious and must not be compared with actual NUC amounts.

- Fare conditions of originally booked Economy class fare apply –penalty / MIN – MAX STAY/ rebooking – rerouting / refund
- Actual fares apply for un-used tickets
- Historical fares apply for partly used tickets
- The re-issue must be based on the “same or higher fare” rule

A) P-CLASS AND ORIGINAL RBD ARE AVAILABLE ON THE NEW FLIGHT SEGMENT

- Rebook the segment in the original Economy class RBD.
- Add same segment in P-upsell RBD.
- Close file.
- Cancel the Economy class RBD.
- Amend the ticket mask.
- Exchange the ticket and collect penalty if any.

P-upsell issued ticket

01	ZRH	BCN	P	VSWISS/OPF	02OCT02OCT	2PC
02	BCN	ZRH	P	VSWISS/OPF	20OCT20OCT	2PC

 ENDO FARE RESTRICTIONS APPLY / **SEE GPCLEU**

FCALC ZRH LX BCN 230.20VSWISS/OPF LX ZRH
 230.20VSWISS/OPF **QZRHBCN207.86**
QBCNZRH207.86 NUC876.12

ROE 0.96218

FARE **CHF843.00**

TAX PD41.40CH PDF8.50JD PD3.00QV PD88.YQ

TTL **CHF400.00A**

reissued ticket

01	ZRH	BCN	P	VSWISS/OPF	03OCT03OCT	2PC
02	BCN	ZRH	P	VSWISS/OPF	20OCT20OCT	2PC

 ENDO FARE RESTRICTIONS APPLY / **SEE GPCLEU**

FCALC ZRH LX BCN 230.20VSWISS/OPF LX ZRH
 230.20VSWISS/OPF **QZRHBCN207.86**
QBCNZRH207.86 NUC876.12

ROE 0.96218

FARE **CHF843.00**

TAX PD41.40CH PDF8.50JD PD3.00QV PD88.YQ

CHF100.00DU

TTL **CHF100.00A**

- Rebooking: Collect fee from original fare if any **do not** re-collect P up-sell

B) P-CLASS IS AVAILABLE / ONLY HIGHER RBD IS AVAILABLE ON THE NEW FLIGHT

- Rebook the segment in the next higher available (and in the correct) Economy class RBD.
- Recalculate fare with the higher Economy class fare.
- Rebook the new RBD into P-class.
- Close file.
- Cancel the Economy class RBD.
- Adapt baggage allowance.
- Exchange the ticket and collect penalty if any.

P-upsell issued ticket

```

01  ZRH BCN P  VSWISS/OPF  02OCT02OCT  2PC
02  BCN ZRH P  VSWISS/OPF  20OCT20OCT  2PC
-----
ENDO  FARE RESTRICTIONS APPLY /  SEE GPCLEU
FCALC  ZRH LX BCN 230.20VSWISS/OPF LX ZRH
      230.20VSWISS/OPF  QZRHBCN207.86
      QBCNZRH207.86 NUC876.12
ROE    0.96218
FARE   CHF843.00
TAX    PD41.40CH PDF8.50JD PD3.00QV PD88.YQ
TTL    CHF400.00A

```

reissued ticket

```

01  ZRH BCN P  USWISS/OPF  05OCT05OCT  2PC
02  BCN ZRH P  VSWISS/OPF  20OCT20OCT  2PC
-----
ENDO  FARE RESTRICTIONS APPLY /  SEE GPCLEU
FCALC  ZRH LX BCN 505.62USWISS/OPF LX ZRH
      230.20VSWISS/OPF  QBCNZRH207.86
      QBCNZRH207.86 NUC1151.54
ROE    0.96218
FARE   CHF1108.00
TAX    PD41.40CH PD8.50JD PD3.00QV PDF88.00YQ
      CHF100.00DU
TTL    CHF365.00A

```

C) P-CLASS IS NOT AVAILABLE AND ORIGINAL RBD IS AVAILABLE ON THE NEW FLIGHT

- Rebook the segment in the original Economy class RBD.
- Exchange the ticket and collect penalty if any.

When the new fare calculation is lower than the original one a "**Q-city pair-PCLDIFF**" must be used

P-upsell issued ticket

```

01  ZRH BCN P  VSWISS/OPF  02OCT02OCT  2PC
02  BCN ZRH P  VSWISS/OPF  20OCT20OCT  2PC
-----
ENDO  FARE RESTRICTIONS APPLY /  SEE GPCLEU
FCALC  ZRH LX BCN 230.20VSWISS/OPF LX ZRH
      230.20VSWISS/OPF  QZRHBCN207.86
      QBCNZRH207.86 NUC876.12
ROE    0.96218
FARE   CHF843.00
TAX    PD41.40CH PDF8.50JD PD3.00QV PD88.YQ
TTL    CHF400.00A

```

reissued ticket

```

01  ZRH BCN V  VSWISS/OPF  05OCT05OCT  1PC
02  BCN ZRH P  VSWISS/OPF  20OCT20OCT  2PC
-----
ENDO  FARE RESTRICTIONS APPLY /  SEE GPCLEU
FCALC  ZRH LX BCN 230.20VSWISS/OPF LX ZRH
      230.20VSWISS/OPF  QZRHBCN207.86PCLDIFF
      QBCNZRH207.86 NUC876.12
ROE    0.96218
FARE   CHF843.00
TAX    PD41.40CH PD8.50JD PD3.00QV PDF88.00YQ
      CHF100.00DU
TTL    CHF100.00A

```

D) P-CLASS IS NOT AVAILABLE / ONLY HIGHER RBD IS AVAILABLE ON THE NEW FLIGHT

- Rebook the segment in the next higher available (and in the correct) Economy class RBD.
- Calculate fare with the higher Economy class fare.
- Adapt baggage allowance.
- Exchange the ticket and collect penalty if any.

P-upsell issued ticket

01	ZRH BCN	P	VSWISS/OPF	02OCT02OCT	2PC
02	BCN ZRH	P	VSWISS/OPF	20OCT20OCT	2PC

ENDO	FARE RESTRICTIONS APPLY / SEE GPCLEU				
FCALC	ZRH LX BCN	230.20	VSWISS/OPF	LX ZRH	
		230.20	VSWISS/OPF	QZRHBCN207.86	
			QBCNZRH207.86	NUC876.12	
ROE	0.96218				
FARE	CHF843.00				
TAX	PD41.40CH PDF8.50JD PD3.00QV PD88.YQ				
TTL	CHF400.00A				

reissued ticket

01	ZRH BCN	U	USWISS/OPF	05OCT05OCT	1PC
02	BCN ZRH	P	VSWISS/OPF	20OCT20OCT	2PC

ENDO	FARE RESTRICTIONS APPLY / SEE GPCLEU				
FCALC	ZRH LX BCN	505.62	USWISS/OPF	LX ZRH	
		230.20	VSWISS/OPF	QBCNZRH207.86	
				NUC943.68	
ROE	0.96218				
FARE	CHF908.00				
TAX	PD41.40CH PD8.50JD PD3.00QV PDF88.00YQ				
TTL	CHF165.00A				

Attention:

When the new fare calculation is lower although a higher Economy class RBD is used, a "**Q-city pair-PCLDIFF**" must be used

P-upsell issued ticket

01	ZRH MAD	P	VSWISS/OPF	02OCT02OCT	2PC
02	MAD ZRH	P	VSWISS/OPF	20OCT20OCT	2PC

ENDO	FARE RESTRICTIONS APPLY / SEE GPCLEU				
FCALC	ZRH LX MAD	204.22	VSWISS/OPF	LX ZRH	
		204.22	VSWISS/OPF	QZRHBCN207.86	
			QBCNZRH207.86	NUC824.16	
ROE	0.96218				
FARE	CHF793.00				
TAX	PD41.40CH PDF8.50JD PD3.00QV PD88.YQ				
TTL	CHF400.00A				

reissued ticket

01	ZRH MAD	Q	QSWISS/OPF	05OCT05OCT	2PC
02	MAD ZRH	P	VSWISS/OPF	20OCT20OCT	2PC

ENDO	FARE RESTRICTIONS APPLY / SEE GPCLEU				
FCALC	ZRH LX BCN	261.38	QSWISS/OPF	LX ZRH	
		204.22	VSWISS/OPF	QZRHBCN150.70PCLDIFF	
			QBCNZRH207.86	NUC824.16	
ROE	0.96218				
FARE	CHF793.00				
TAX	PD41.40CH PD8.50JD PD3.00QV PDF88.00YQ				
TTL	CHF100.00A				

Calculation:

$$\begin{aligned}
 \text{Old ticket TTL NUC amount} &= 204.22\text{VSWISS} + 204.22\text{VSWISS} + 207.86\text{Q} + 207.86\text{Q} = 824.16 \\
 \text{New ticket amount} &= 261.38\text{QSWISS} + 204.22\text{VSWISS} + 207.86\text{Q} = \underline{673.46} \\
 \text{PCLDIFF} &= \underline{\underline{150.70}}
 \end{aligned}$$

This "Q...PCLDIFF" is kept in the Fare Calculation in case the passenger changes the ticket again, the rest of the P-class amount may be used to cover further fare difference – if same ticket is re-issued again. As only part of the P-class amount remains in the Fare Calculation, it cannot be used to rebook flights into P-class anymore.

8. REROUTING / P-CLASS IS NOT AVAILABLE

All examples are fictitious and must not be compared with actual NUC amounts.

01	CDG	ZRH	P	SSWISSFR	03OCT03OCT	2PC		
02	XZRH	LIS	P	SSWISSFR	03OCT03OCT	2PC		
03	LIS	ZRH	P	LSWISSFR	30OCT30OCT	2PC		
04	XZRH	CDG	P	LSWISSFR	30OCT30OCT	2PC		

ENDO	FARE RESTRICTIONS APPLY / SEE GPCLEUR							
FCALC	PAR LX X/ZRH LX LIS 67.06SSWISSFR LX X/ZRH LX PAR 18.34LSWISSFR QPARLIS164.48 QLISPAR164.48 NUC414.36							
ROE	0.790327							
FARE	EUR328.00							
EQUIV	CHF402.00							
TAX	PD47.80CH PD21.50FR PD1.50IZ PD14.50QX PD5.00PT PD10.00YP PD109.00YQ CHF20.00FR							
TOTAL	CHF180.00A							
01	XZRH	LIS	T	TSWISS/OPF	03OCT03OCT	1PC		
02	LIS	ZRH	P	LSWISSFR	30OCT30OCT	2PC		
03	XZRH	CDG	P	LSWISSFR	30OCT30OCT	2PC		

ENDO	RESTR-APPLY SEE GPCLEUR-RATE CHF0.8262558							
FCALC	ZRH LX LIS 111.23TSWISS LX X/ZRH LX PAR 43.65LSWISSPT QPARLIS95.00PCLDIFF QLISPAR164.48 NUC414.36							
ROE	0.790327							
FARE	EUR328.00							
EQUIV	CHF402.00							
TAX	PD47.80CH PD21.50FR PD1.50IZ PD14.50QX PD5.00PT PD10.00YP PD109.00YQ CHF17.50CH CHF23.00YQ CHF100.00DU							
TOTAL	CHF129.50A							

Calculation:

Old ticket total NUC amount = 67.06SSWISSFR + 18.34LSWISSFR + 164.48Q + 164.48Q = 414.36
 New ticket amount = 111.23TSWISS + 43.65LSWISSFR + 164.48Q = 319.36
 PCLDIFF = **95.00**

9. VOLUNTARY REBOOKING / OTHER AIRLINE

All examples are fictitious and must not be compared with actual NUC amounts.

01	ZRH	MAD	P	VSWISS/OPF	02OCT02OCT	2PC		
02	MAD	ZRH	P	VSWISS/OPF	20OCT20OCT	2PC		

ENDO	FARE RESTRICTIONS APPLY / SEE GPCLEU							
FCALC	ZRH LX MAD 207.3622VSWISS/OPF LX ZRH 207.36VSWISS/OPF QZRHMAD270.71 QMADZRH270.71 NUC956.14							
ROE	0.92349							
FARE	CHF883.00							
TAX	PD41.40CH PDF9.50JD PD3.00QV PD88.00YQ							
TTL	CHF400.00A							
01	LX	ZRH	MAD	P	VSWISS/OPF	COUPON FLOWN		
02	LH	MAD	FRA	Z	ZFF64D1	10MAY	2PC	
03	LH	FRA	ZRH	Z	ZFF64D1	10MAY	2PC	

ENDO	FARE RESTR APPLY / CHG RESTR CKECK NOTE							
FCALC	ZRH LX MAD 207.3622VSWISS/OPF LH X/FRA LH ZRH 648.08ZFF64D1/OPFP QZRHMAD270.71 NUC1126.15							
ROE	0.92349							
FARE	CHF1040.00							
TAX	PD41.40CH PDF9.50JD PD3.00QV PD88.00YQ CHF23.50RA CHF61.00YQ CHF100.00DU							
TTL	CHF341.50A							

10. REFUND GUIDELINES

A) UNUSED TICKETS HANDED IN FOR REFUND

- The fare conditions of the originally booked Economy class fare apply for refund
- P-class up-sell amount forms part of the fare when it comes to refund:

If original fare is refundable with or without penalty	Up-sell amount is also refundable
If original fare is non-refundable	Up-sell amount is also non-refundable

- No-show conditions of the original fare applies for the P-upsell

Example: P-class up-sell with combined refundable and non-refundable fare

	VALUE	REFUND
01 CPH ZRH P LSWISSDK 3OCT03OCT 2PC		
02 ZRH CPH P VSWISSDK 3ONOV3NOV 2PC		

ENDO FARE RESTRICTIONS APPLY / SEE PCLEU	LSWISSDK = DKK 295	NON REF
FCALC CPH LX ZRH 52.31LSWISSDK LX CPH	VSWISSDK = DKK 1375 - DKK 400 PENALTY	DKK 975
243.83VSWISSDK QCPHZRH145.42	P-CLASS = DKK 1640	DKK 820
QZRHCPH145.42 NUC 586.99	TAXES = DKK 414	<u>DKK 414</u>
ROE 5.63872		DKK2209
FARE DKK3310		
TAX DKK158ZO DKK256CH DKK536YQ		
TOTAL DKK4260		

All examples are fictitious and must not be compared with actual NUC amount.

B) PARTLY USED TICKETS HANDED IN FOR REFUND

- When a ticket is used for one way only and the un-used flight segment contains a P-class up-sell, then this P-class up-sell must be refunded according to the Economy class fare

If original fare is refundable with or without penalty	Up-sell amount is also refundable
If original fare is non-refundable	Up-sell amount is also non-refundable

- When return tickets are used as one-way only, the normal refund condition applies as follow:

<p>6. PENALTIES CANCELLATIONS ANY TIME CANCELLATIONS - - - NOTE - IN CASE OF CANCELLATION AFTER DEPARTURE - REFUND THE FARE PAID LESS THE APPLICABLE NORMAL Y/J/F CLASS FARE FOR THE SECTOR TRAVELLED.</p>
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For E*TKTs exchanged by travel agents containing P-class up-sell, passenger needs to go through the same travel agent for refund.

CHANGES

date	section	what?
01.12.2012	Application	Air-train LX 74xx

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New numbers and fee as from 01st February 2013Agency Support **ZRH** 0900 85 1000Agency Support **GVA** 0900 85 2000Agency Support **LUG** 0900 85 3000

The first 30 seconds are charged at the local rate. A rate of CHF 0.50/min applies thereafter for calls from the Swiss landline system. Calls from a mobile telephone may be subject to higher rates or additional charges.