SWISS Policy

Usage of LX EMD
- Applicable for all Travel Agents

SWISS International Air Lines Ltd.
Malzgassee15, 4052 Basel, Switzerland
Usage of LX EMD – applicable to all Travel Agents
JAN2017

Usage of LX EMD

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VALIDITY

This policy is valid on/after 16JAN17 and until further notice. SWISS reserves the right to amend and/or to adapt and/or to delete rules described in this document at any time.
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1 Introduction

Effective on/after 16JAN17 the new Joint LHG Booking and Ticketing Policy will be implemented and replace all other GDS Booking & Ticketing guidelines which have been in place before.

Hence as of that date the general usage of EMD within Lufthansa Group Carriers LH/LX/OS can be found in the new policy and the unchanged SWISS EMD regulations have been removed and will now be covered hereby.

SWISS offers the usage of EMD (Electronic Miscellaneous Document) for Travel Agents. For details regarding EMD, its definition and usage, please contact your respective GDS.

There are two types of EMD: EMD-S (Standalone) and EMD-A (Associated).

Whenever the interline possibility between LX and a GDS is not ready for EMD-S/EMD-A or if you require an additional assistance, please contact your LX representation to check about possibilities of a possible work around solution.

2 EMD-S (Standalone)

Issuance Policy
Available in most GDS for the following services:

<table>
<thead>
<tr>
<th>Product</th>
<th>RFIC (Reason for Issuance Code)</th>
<th>RFISC (Reason for Issuance Sub-Code)</th>
<th>Commercial Name</th>
<th>EMD-Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rebooking Fee</td>
<td></td>
<td>993</td>
<td>Rebooking Fee</td>
<td>Stand Alone (EMD-S)</td>
</tr>
<tr>
<td>Refundable Balance</td>
<td>D (Financial Impact)</td>
<td>996</td>
<td>Refundable Balance</td>
<td></td>
</tr>
<tr>
<td>Group Deposits/Down Payments</td>
<td></td>
<td>997</td>
<td>Deposits Down Payments</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(Group Deposit)</td>
<td></td>
</tr>
</tbody>
</table>

Other LX Services are directly charged by the Airline.

□ EMD-S for Refundable Balance may not be used as planned due to technical restrictions at LX and GDS side.
Find below the information about a possible workaround solution or contact your LX representation.

EMD-S / RFISC 996 ‘Refundable Balance’ – Proposed work around solution

Unused tickets: The Travel Agent may refund the ticket as per fare note and issue a new ticket whenever possible and/or agent must contact LX agency support office for authorization. The rebooking fee must be collected if applicable.

If refund and issuance of new ticket is not possible or for any partially used tickets: reissue the ticket and request the fare difference with the refund application process through the BSP link.

NOTE:
Travel Agencies in the USA by email to refundtravelagtUS@swiss.com
Travel Agencies in China by email to refundtravelagtCN@swiss.com

In exceptional cases, when a Travel Agent is not able to process as above mentioned, LX may assist a Travel Agent by reissuing a ticket.
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Amount Limitations:

a) EMD Rebooking Fee (RFISC 993): CHF750/USD750/EUR550. For countries within IATA Europe the EUR rates must be taken for the conversion when no local currency filed. For countries outside IATA Europe the USD rates must be taken for the conversion when no local currency filed.
b) One EMD per transaction shall be issued for each ticket in case of EMD Rebooking Fee/RFISC 993.
c) EMD Group Deposit (RFISC 997): CHF10,000/USD10,000/EUR8,000 per document. For countries within IATA Europe the EUR rates must be taken for the conversion when no local currency filed. For countries outside IATA Europe the USD rates must be taken for the conversion when no local currency filed.
d) Multiple EMDs per PNR can be issued.

3 EMD-A (associated)

Issuance Policy
Available in most GDS:

<table>
<thead>
<tr>
<th>Product</th>
<th>RFIC (Reason for Issuance Code)</th>
<th>RFISC (Reason for Issuance Sub-Code)</th>
<th>Commercial Name</th>
<th>EMD-Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advance Seat Reservation (ASR)</td>
<td>A (Air Transportation)</td>
<td>0B5</td>
<td>PRE RESERVED SEAT ASSIGNMENT</td>
<td>Associated (EMD-A)</td>
</tr>
<tr>
<td>Prepaid First Bag (1BF) for EU “LIGHT” fares only</td>
<td>C (Baggage)</td>
<td>0CC</td>
<td>1ST BAG UPTO50LB23KG62LI158CM</td>
<td>Associated (EMD-A)</td>
</tr>
<tr>
<td>Prepaid Second Bag (2BF) to/from US/CA/CAM</td>
<td>C (Baggage)</td>
<td>0CD</td>
<td>SECOND BAG</td>
<td>Associated (EMD-A)</td>
</tr>
<tr>
<td>Prepaid Additional Bag</td>
<td>C (Baggage)</td>
<td>0GO</td>
<td>UPTO50LB23KGAND62LI158L CM</td>
<td>Associated (EMD-A)</td>
</tr>
</tbody>
</table>

4 EMD Interline

Is in place for LX EMD-A for FBAG only (not for any other EMD product yet) on OS/LH/LX codeshare flights in GDS Amadeus only. GDS Galileo and Sabre will follow at a later stage.

Cancellation Policy
An EMD can be voided on the day of issuance only. After that, if applicable, a refund request is necessary.
5 Possible Ticket Adjustment Procedures – Valid in Connection with EMD

a) ETKT revalidation → and change fee on EMD-S
   Issue an EMD-S with the corresponding RFISC 993 Rebooking Fee.

b) ETKT reissue/rerouting → and collection of change fee with DU-tax.
   A change fee may be included in the tax field of the new ticket with tax item code DU, e.g. EUR 100DU.
   Write in the ticket endorsement box: RBKG FEE LX xxx/date /from-to.
   Please mind that this solution shall only be used if EMD cannot be issued.

   **IMPORTANT:**
   Any of the above fees are always non-refundable and this rule applies without exception no matter whether collected with EMD and / or as “DU” tax amount in the ticket.
   The DU code is supported in GDS: 1A; 1G; 1P; 1F; 1B; 1E; 1S and 1J.

c) ETKT reissue/rerouting → and refundable balance on EMD-S
   The ETKT shall be reissued and any fare difference issued/refunded on an EMD-S with the corresponding RFISC 996 Refundable Balance. The balance shall be transmitted with a refund notice to the refunds department.
   **NOTE** EMD-S for Refundable Balance may not be used as planned due to technical restrictions at LX and GDS side. For the workaround solution kindly refer to corresponding paragraph above or contact your LX representation.

d) ETKT issuance → and form of payment EMD-S (group deposit)
   Issue an EMD-S with the corresponding RFISC 997 group deposit.
   Such EMD-S used a group deposit only serves as a guarantee in case of group cancellation and cannot be used as form of payment for tickets. It shall be refunded once the group is flown and the contract is adhered to.
   Please mind that in case of EMD cannot be issued, contact your nearest SWISS Group Desk for help.

Please contact your respective GDS Helpdesk for details regarding the EMD handling within the GDS.

Thank you.