

**Air Astana Rules for handling of schedule changes and cancellations
(rebooking / reissues / refunds) in travel agency sales.**

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1. Prerequisites and general rules

- These rules apply to a holder of KC ticket and a confirmed booking on a KC flight (KC flight number and KC operating)
- Changes like winter and summer navigations, changes occurring well in advance are treated as **schedule changes and cancellations**.
- Cases like strike, weather conditions, airport closure, technical delays that result into changes and cancellations are treated **as operational changes and cancellations**.
- Passengers receive SMS on a contact number indicated in the original booking for both schedule and operational changes and cancellations.
- The schedule change or cancellation is **TO be reflected in the GDS booking queue** of the travel agency. It is mandatory for travel agent to check its queue and inform passengers about the schedule change or cancellation of the flights.
- The operational change or cancellation is **NOT to be reflected in the GDS booking queue** of the travel agency. The information about operational delays and cancellations can be found on www.airastana.com which is updated every 10minutes.
- Travel agencies are authorized to handle KC schedule (KC operating + KC flight number) and KC flight cancellations ((KC operating + KC flight number) on KC tickets within 10 working days after the schedule has been effected in the GDS (UN/TK sent to PNR) (465) as per the rules described below.

2. Rebooking rules

- For KC schedule changes for the winter or summer navigation with departure delayed more than 1 hour (flight departs 1 hour before or 1 hour later) or cancellations, rebooking is acceptable one time for free (pls see table 1) to another KC flight/KC flight connection acceptable (please see Chapter 2.1 "Alternatives") - **any further change is subject to the fare conditions**
- Please note for all schedule changes and cancellations: **the free of charge rebooking needs to be done within 10 working days after the schedule has been effected in the GDS (UN/TK sent to PNR)** - any rebooking done or requested later than 10 working days after the schedule change shall be considered **as a voluntary rebooking according to fare conditions**.
- Change of origin/destination is not allowed for schedule changes. Exception: transit passengers with lost connections. For such cases, please contact KC call centre.schedule.changes@airastana.com.

Alternatives to be offered in travel agency sales

Alternative 1

Rebooking to an alternate **KC flight/KC flight connection** (KC flight number and KC operated)

- Re-book in the originally ticketed booking class within ticket validity
 - If the original booking class is not available, please contact **msc@airastana.com** on working days from 08 am till 17:00 pm for confirming originally ticketed booking class. This is applicable for both domestic and international flights.
- **Please note:** Free rebooking is acceptable one time only if the new flight departure date is within 2-days before or after the original flight date (pls see table 1).

Example:

The departure time of flight KC301 30 Jan is changed from 12:30 to 13:40.

--- TST RLR MSC ---

RP/ALAKC08AA/ALAKC08AA

KC/RM 27DEC16/0346Z

1.TEST/TEST

4 KC 301 M 30JAN 1 ALAUKK **TK1**

1340 1510 *1A/E*

)>rha

000/007 CS/KC 301 M 30JAN 1 ALAUKK **HK1 1230** 1400/NN *1A/E*

007/013 TC/KC 301 M 30JAN 1 ALAUKK **TK1 1340** 1510/ 1230 1400

It's a schedule changes. The ticket can be changed to flight within 2-days before or after the original flight, so date of flight must be within 28 Jan – 01 Feb.

Alternative 2:

If no alternate KC operating flight is available:

- Rebooking to an alternate **KC marketing flight number** (non-KC operated):
- Re-book in the originally ticketed booking class within ticket validity - rebooking to other booking classes will result in ADMs

Example:

The departure time of flight KC909 05 Mar is changed from 23:50 to 00:50 06 Mar.

RP/ALAKC08AA/ALAKC08AA AA/SU 21DEC16/1854Z
 1.TEST/TEST
 3 KC 909 M 06MAR 1 ALAICN TK1 0050 0930 *1A/E*
 rha
 000/003 CS/KC 909 M 05MAR 1 ALAICN HK2 2350 0930/NN *1A/E*
 000/003 CS/KC 909 M 06MAR 1 ALAICN TK2 0050 0930/NN *1A/E*

It's a schedule changes. The ticket can be changed to flight within 2-days before or after the original flight. If there are no KC alternate flights, ticket can be rebooked to flight below:

1 KC 578 M 07MAR 2 ALAICN HK1 2315 0755+1 333 E 0
 OPERATED BY OZ578 Y
 SEE RTSVC

The flight KC578 is KC marketing flight and operated by OZ.

If none of the alternatives 1, 2 is available or accepted by the passenger, please contact **callcentre.schedule.changes@airastana.com**. There might be other alternatives e.g. on KC partner airlines, however these are only to be handled by KC.

In case none of the possible alternatives is accepted by the passenger, the ticket needs to be refunded Free of Charge.

2. Refund rules for schedule and operational changes and cancellations

- In case of flight cancellation of a KC flight (KC flight number) on a KC ticket the passenger is always entitled for refund.
- In case of schedule change with departure more than 1 hour (flight departs 1 hour before or 1 hour later) refund made without penalty.
- In case of operational change with departure more than 6 hour (flight departs 6 hour before or 6 hour later) refund made without penalty.
- You may do a refund on involuntary basis directly in your GDS. However, in all cases it is necessary to make a refund stating the reason. A missing the reason will result in an ADM.
- Any unused ticket may be refunded in full, partially used tickets may be refunded partially, e.g. on 1/2 return basis.

4. Reissue and Refund procedure

- You may do the reissue or refund yourself as per the rules described above without authorization / waiver from KC.

- It is mandatory to enter the reason of the involuntary reissue into the mask of the reissued ticket: e.g. INVOL DUE SCHED CHNGE KC XXX/DDMTH or INVOL DUE CANCEL KC XXX/DDMTH. In case of refund it is mandatory to enter the reason into the mask of refund: e.g. INVOL REFUND DUE SCHED CHNGE KC XXX/DDMTH or INVOL REFUND DUE CANCEL KC XXX/DDMTH.
- Failure to enter the wrong flight/reason will automatically result in an ADM
- Please note: all rules in this guideline need to be observed even if the involuntary reissue or refund is done by means of the "involuntary" option of the GDS system (Amadeus Ticket Changer(ATC), etc).

Table 1. Time of delay for free rebooking and full refund.

	Operational changes		Schedule changes	
	Refund permitted if delay more than	Rebooking (once) permitted if the delay is more than	Refund permitted if delay more than	Rebooking (once) permitted if the delay is more than
Domestic flight	6 hours	1 hour	1 hour	1 hour
Inter.flight	6 hours	6 hours	1 hour	1 hour