COMMERCIAL RULES

Version 7.0
22 SEP 2009
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Commercial Rules / version 7.0/23/09/2009/AK 2
POLICY AND TOOLS

1. BAGGAGE ALLOWANCE.

Each Brussels Airlines fare product has its specific free baggage allowance provisions filed in fare’s rules and consequently quoted as such. As general rule following need to be observed.

<table>
<thead>
<tr>
<th>Origin/destination</th>
<th>Class of travel</th>
<th>Free bag allowance</th>
<th>Carry on</th>
<th>Xbag rate/kg</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Within Europe</strong></td>
<td>b.business</td>
<td>30kg</td>
<td>2 pieces-16kgs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b.blex</td>
<td>20kg</td>
<td>1 piece – 12kgs</td>
<td>12€</td>
</tr>
<tr>
<td></td>
<td>b.light</td>
<td>20kg</td>
<td>1 piece 6k</td>
<td></td>
</tr>
<tr>
<td><strong>Between</strong></td>
<td>Business</td>
<td>30kg</td>
<td>2 pieces – 16kgs</td>
<td>15€</td>
</tr>
<tr>
<td>MOW/TLV/HEL/ and</td>
<td>Economy</td>
<td>20kg</td>
<td>1 piece – 8kgs</td>
<td></td>
</tr>
<tr>
<td>Europe</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>To/From</strong></td>
<td>Business</td>
<td>2 pieces (2x32kg)</td>
<td>2 pieces – 16kgs</td>
<td>&gt;23&lt;32kg=50€.</td>
</tr>
<tr>
<td>ABJ/BJM/CKY/DLA/DKR/</td>
<td></td>
<td></td>
<td>1 xtra pce 23kg</td>
<td>150€/32kg =200€</td>
</tr>
<tr>
<td>/FIH/NSI/NBO/BJL/FNA/</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>/ROB/EBB/KGL/LAD</td>
<td>Economy</td>
<td>2 pieces (2x23kg)</td>
<td>1 piece – 8kgs</td>
<td></td>
</tr>
</tbody>
</table>

(1) Infants/children buggies are carried free of charge!
(2) See attached file for details and exceptions

** See detailed bag allowance table below.

Excess baggage is paid for as per defined charges (they will be revised according to business needs)
2. BASE COMMISSION

Brussels Airlines base commission policy can be found on Q\ drive using following link: Q:\Shared Sales Europe\Base Commissions and Fees in EU. For those of you, who do not have access to the Q drive, please contact CSD (Niels Vanden Bossche or Alfred Kidjo)

3. COMPETITION MANUAL

Competition rules set out a framework ensuring a free and open marketplace

Q:\Shared Sales Europe\Procedures and Forms\Competition Manual

4. DISTRIBUTION POLICY

Brussels Airlines Distribution policy is a based upon a cost efficient multi-channel strategy. The distribution policy is focusing on four (4) major pillars that are:

1. Achieve targeted channel mix
2. Stay within – reduced – budget for CRS and other Distribution costs.
3. Achieve Ancillary Revenues Targets with particular focus on CC fees, Booking fees, admin fees and initiate others ancillary revenues potentials.
4. Improve Revenue Integrity.

Please see attached presentation.

5. E TKT GUIDELINES

E TKT being the default traveling document to be issued by travel agents, effective 01 June 2008, Brussels Airlines Travel agents E TKT guidelines have been issued and can be downloaded from our b.pro web site under “More Info” http://pro.brusselsairlines.com/en/home/
6. LAYOVER

PROCEDURE – SPECIAL AFRICA PACKAGE (Updated version 18 JUL06)
(Latest version always stored on Q\drive.)

Pricing Dept. has agreed to absorb hotel accommodation in certain cases, provided the procedure outlined hereafter is strictly observed.

6.1 Principle

Hotel accommodation may be offered to all passengers travelling on inbound or onward connections to and from Africa, provided no same-day outbound or inbound SN/SN flight number connection exists. Bookings must be SN/SN for the entire journey, both in- and outbound. Passengers must hold tickets in
- C or D class
- Full economy fare
- Other economy class tickets provided the prorated SN value of the ticket is 900 USD or above (tax excluded), except if previous approval from Pricing received

Only 1 night will be absorbed.

IMPORTANT

Our Call Centre use to receive a lot of requests directly from passengers asking for hotac under the Special Africa Package procedure.

Most of the time, these requests are for reservations where the passenger is entitled to benefit from free hotac for the return stretch between Europe and Africa.

However, it is clear that in these cases it is the duty of the issuing office in Africa or Europe to make the hotel accommodation request for the passenger.

Our Call Centre staff may, of course, help these passengers out for as long as all the conditions of the Special Africa Package are fulfilled but it obvious that this is not within their responsibilities.

We would therefore kindly request you to inform your staff accordingly in order to avoid this in the future.

6.2 Hotel bookings

- Hotel bookings must be made with indication of the preferential rates according to the „SPECIAL AFRICA PACKAGE“. These rates include breakfast, service, taxes and the free shuttle airport-hotel-airport. Since passengers stay less than 24hrs in BRU, no VAT is due.

- Hotel bookings will be made directly by the travel agencies or Brussels Airlines’ offices by using
the specific reservation fax template for the concerned hotel (Ref. attached documents).
No CRS or Hotel Reservation System may be used to make this hotel booking. The passenger reports to the hotel with a confirmation number provided by the travel agency. Thanks also to clearly indicate on the document the whereabouts of the requester as well so that we can check the origin of the request

IMPORTANT: It is absolutely necessary that a copy of the ticket or the reservation file be attached to the hotel accommodation-booking document!!!

- Each travel agency, offering the Africa package, is requested to make a reconfirmation of the booking to the concerned hotel, latest 24hrs before departure time ex BRU to Africa. Please note that hotel reservations for passengers not showing up at the hotel, will be invoiced to Brussels Airlines.
In case of recurrent no-shows from the same travel agencies, the no-show costs will be debited to the concerned travel agencies.

- Each reservation fax must include the room type (single, double, triple) and the agreed special hotel rate and also a copy of the reservation file or the ticket. Each reservation fax must include the name and signature of the agent responsible for the booking.

- The passenger may only be given the name, address and phone nbr of the selected hotel and his/her confirmation number. Please insist with the participating travel agencies that no copy of the reservation fax on which the agreed rates are quoted may be given to the passenger(s).

- Please note that the Special Africa Package cost is put on the cost centre of the outstation, which issued the ticket under cost, account 6160100000 Hotel pax commercial actions.

- In order to avoid no-shows for which Brussels Airlines has to pay, we would recommend giving to each pax a letter informing him of the hotel booking and requesting him to reconfirm and/or cancel HIMSELF his hotel accommodation. The intention was that if the hotel does not hear from him before 16h00 at the latest on the day of his arrival, the hotel booking would be automatically cancelled. Pls note that his measure has been judged to be „customer unfriendly“ by most of the outstations so it has not really been implemented ufn. The hotels have not been informed of this measure neither. We would, however, insist that you only book the Special Africa Package for those passengers you are almost sure of that they will not be no-show.

- In view of the negotiated hotel rate, the travel agency must contact the participating hotels in following order:
  - Holiday Inn Express & Sodehotel La Woluwe*
  - NH Brussels Airport
  - Sodehotel
  - Belson Hotel
Commercial Rules / version 7.0/23/09/2009/AK

Marriott Courtyard
- Thon Hotel Airport
- Holiday Inn
- Sheraton Airport
- Novotel Airport

*Please avoid booking Sodehotel for the week-end stay due to unavailability of shuttle bus service.

Attached here is the actual shuttle schedule for different hotels

As you can see, the Holiday Inn Express & Sodehotel La Woluwe hotels should be the first choice seen the interesting rates they offer on. The other hotels can only be booked if these hotels are fully booked. Thanks to respect the order in which they have been put and only book the next hotel if the previous one is fully booked.

6.3 Invoice

Invoicing by the contracted hotels will be made directly to Brussels Airlines, Finance Dept. – b.house, Airport building 26, Box 2.1, Ringbaan, 1831 Diegem, Belgium. (VAT/TVA nbr of DAT: BE 400 853 488).

6.4 Hotel rates

<table>
<thead>
<tr>
<th>Provider</th>
<th>Africa package</th>
<th>Day use</th>
<th>Breakfast</th>
<th>Lunch</th>
<th>Dinner</th>
<th>Snack</th>
<th>Transport</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>single room</td>
<td>double room</td>
<td>single room</td>
<td>double room</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Express by Holiday Inn Brussels Airport</td>
<td>55 €</td>
<td>60 €</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>incl.</td>
<td>-</td>
</tr>
<tr>
<td>NH Brussels Airport</td>
<td>60 €</td>
<td>80 €</td>
<td>-</td>
<td>55 €</td>
<td>55 €</td>
<td>incl.</td>
<td>25 €</td>
</tr>
<tr>
<td>Belson Hotel</td>
<td>65 €</td>
<td>85 €</td>
<td>105 €</td>
<td>-</td>
<td>-</td>
<td>incl.</td>
<td>25 €</td>
</tr>
<tr>
<td>Thon Hotel Brussels Airport</td>
<td>68 €</td>
<td>68 €</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>incl.</td>
<td>25 €</td>
</tr>
<tr>
<td>Courtyard by Marriott Brussels</td>
<td>60 €</td>
<td>60 €</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>10 €</td>
<td>25 €</td>
</tr>
<tr>
<td>Sodehotel</td>
<td>80 €</td>
<td>80 €</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>incl.</td>
<td>25 €</td>
</tr>
<tr>
<td>Sheraton Airport (Starwood)</td>
<td>73 €</td>
<td>73 €</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>15 €</td>
<td>25 €</td>
</tr>
<tr>
<td>Crowne Plaza Brussels Airport</td>
<td>79 €</td>
<td>79 €</td>
<td>104 €</td>
<td>-</td>
<td>-</td>
<td>15 €</td>
<td>25 €</td>
</tr>
<tr>
<td>Holiday Inn Brussels Airport</td>
<td>79 €</td>
<td>79 €</td>
<td>104 €</td>
<td>-</td>
<td>-</td>
<td>15 €</td>
<td>24 €</td>
</tr>
<tr>
<td>Novotel Brussels Airport (weekend only)</td>
<td>69 €</td>
<td>87 €</td>
<td>105 €</td>
<td>-</td>
<td>-</td>
<td>incl.</td>
<td>23 €</td>
</tr>
<tr>
<td>Novotel Brussels Airport (week only)</td>
<td>128 €</td>
<td>146 €</td>
<td>164 €</td>
<td>-</td>
<td>-</td>
<td>incl.</td>
<td>23 €</td>
</tr>
</tbody>
</table>

*Sodehotel: No transport during Saturday and Sunday
PS – The Sheraton Brussels Airport Hotel offers a rate for single and double rooms of 85,- EUR for bookings as from 10 rooms. These rates become 100 EUR for a single and 125 EUR for a double room in case of individual booking requests.

Contacts

Hotels ctc list

6.5 Shuttle services between airport and hotel and VV

Please be advised that all hotels have a free of charge shuttle bus service between the airport and the hotel and vV. All of these shuttle busses can be found on ground level outside the airport building.

For the NH Hotel, it is another procedure which applies:

Airport Shuttle NH Brussels Airport Hotel

**From Airport to Hotel**

*Monday/Tuesday/Wednesday/Thursday*

Shuttle operates from 6.15 until 22.45: Pick-up every hour at .15 and .45 at the Airport Forum (arrivals hall level 2, next to Post office and in front of Hertz Car Rental)

**But:** Between 10.00 and 17.00 the shuttle operates on request

*Friday*

Shuttle operates from 6.15 until 22.40: Pick-up every hour at .15 and .45 at the Airport Forum (arrivals hall level 2, next to Post office and in front of Hertz Car Rental)

**But:** From 10.00 until 22.40 the shuttle operates on request

*Saturday/Sunday/Public Holidays*

Shuttle operates from 7.35 until 22.40 but only on request (so there is no pick-up every half an hour)
General information

- Our pick-up point is the Airport Forum business center in the arrivals hall. When the Forum is open (from 08.00 till 18.00) our guests can wait inside and enjoy a coffee while they wait for the driver. Outside opening hours we kindly ask our guests to wait in front of the Forum entrance.

- When the shuttle is on request, guests can go to the Airport Forum and the receptionist there will contact the driver. When the Airport Forum is closed, guests can contact the hotel by dialing nr.38 on the hotel reservation phone in the arrivals hall

From Hotel to Airport

Same schedule as “From Airport to Hotel” but shuttle leaves the hotel at .05 and .35

We advise guests to book the shuttle the day before departure, as the number of seats is restricted.

As far as the Radisson SAS hotels are concerned (both the one situated in Rue d’Italie as well as the one located in the Rue du Fosse-Aux-Loups), please be advised that they do NOT have a shuttle bus between the airport and the hotel and vv!

However, the Radisson SAS Brussels City Centre (Rue du Fosse-Aux-Loups) is only within 8 minutes walking distance from the Central Railway station. The other one near the Luxemburg Square is not fare away from the railway station “Luxembourg” and approximately 3 trains per hour go there via the North Railway Station (+/- 35 minutes travel time).

Please also note that Sodehotel La Woluwe does not have a shuttle service between the airport and the hotel during weekends. However, the hotel will in that case pay the transportation costs of the passengers by cab to/from the hotel on condition that the passenger duly indicates that he is a Brussels Airlines passenger!

IMPORTANT REMARKS !!!!

1. IT IS, OF COURSE, THE RESPONSIBILITY OF THE REQUESTING STATION TO CHECK WHETHER THE PASSENGERS USING THE AFRICA PACKAGE ARE IN THE POSSESSION OF THE NECESSARY DOCUMENTS ALLOWING THEM TO SPEND THE NIGHT IN BRUSSELS AND THUS CAN LEAVE THE TRANSIT AREA AT THE AIRPORT WITHOUT ANY PROBLEM. WE THEREFORE KINDLY REQUEST YOU TO REGULARLY CHECK THE TIM VISA REGULATIONS IN DUE TIME. IF PASSENGERS ARRIVE IN BRU/APT BUT NOT IN POSSESSION OF THE REQUIRED DOCUMENTS, BRUSSELS AIRLINES WILL BE HELD RESPONSIBLE AND WILL HAVE TO PAY A FINE. THIS SHOULD AT ANY TIME BE AVOIDED!

2. PLS BE ADVISED THAT A REMARK NEEDS TO BE ADDED IN THE PNR/RESERVATION FILE OF EACH PASSENGER WHO BENEFITS FROM
THE SPECIAL AFRICA PACKAGE WITH THE NAME AND THE CONTACT OF THE HOTEL HE/SHE HAS BEEN BOOKED IN. THIS IN ORDER TO FACILITATE THE JOB OF THE TICKETING AGENTS AT BRUSSELS AIRPORT SO THAT THEY CAN ASSIST THE PASSENGER IN A MORE EFFICIENT WAY!

Do not hesitate to let us have your feedback/comments re the hotels and/or changes to the Special Africa Package in order to avoid as much as possible no-shows.

**Hotels reservation templates**

- Thon Hotel
- Sodehotel
- Sheraton
- Novotel
- NH Brussels Airport
- Holiday Inn Brussels Airport
- Gresham Belson
- Express by Holiday Inn
- Crowne Plaza Brussels Airport

**7. PAXIS**

Paxis is an analytical tool, which provides you with data related to, for example, market share of b.air and main competitors on b.air operated routes by market, by agency, etc.

PAXIS Web Tool Guide

All relevant info including user manual is stored on Q:\Shared Sales Europe\Statistics\PaxIs.
8. PRICING & REVENUE MANAGEMENT

Any question related to pricing must be addressed to the appropriate person listed below. Any change in this organization is communicated through PBM (Pricing Broadcast Message).

Revenue Management (see below city codes) will handle ONLY following interventions on PNRs

- **General intervention**
  - Offloaded and INAD pax
  - Cancellations by error (within own company and only within 24 hrs).
  - System miscommunication errors
  - TCQM/VIP except for RBD S/R/N/W/Q/V/B/E
  - Names change permitted only if error spelling and 'maiden name corrections' for bookings made on the brussels airlines website
  - **Authorized name change if the name/first name exceeds 29 digits.**
  - Re instatement segments in initial RBD within own company and only within 24 hours of system error.
  - Re instatement segment in initial RBD if passenger cancelled due misconnection or no-shows / not no-shows.
  - T – class waitlist on European sectors if Africa sectors are confirmed.

- **Code share agreement:**
  - **NO interventions** on all free flow code share agreement.

**GENERAL RULE:** For every intervention please rebooks passengers in correct RBD even if availability closed before sending to Revenue Management (use waiting list or pending status)

**Any intervention for one of the above conditions needs to be sent to Queue 0 of the respective cluster.**

**Any PNR sent to Revenue Management not qualifying for one of the above conditions will not be treated and simply removed from Queue.**
Pls check **IDS pages GREVENUE** to find out who is responsible for which destination.

### OPENING HOURS

MONDAY - FRIDAY 0730 - 1800

<table>
<thead>
<tr>
<th><strong>EUROPE 2 / AFRICA</strong></th>
<th><strong>EUROPE 1</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HEAD OF REVENUE MANAGEMENT</td>
</tr>
<tr>
<td>HEAD OF REVENUE MANAGEMENT</td>
<td>CARL LENAERTS</td>
</tr>
<tr>
<td>KATA RACZ</td>
<td>FQLSN</td>
</tr>
<tr>
<td>SN</td>
<td>FLT ANALYSIS <em><strong>LJU / KBP / VNO / RIX</strong></em></td>
</tr>
<tr>
<td><strong>FLIGHT ANALYST</strong></td>
<td><strong>HEAD OF REVENUE MANAGEMENT</strong></td>
</tr>
<tr>
<td>STEPHANE BONDEL</td>
<td>KARL LENAERTS</td>
</tr>
<tr>
<td>FQBSN</td>
<td>FLT ANALYSIS <em><strong>LJU / KBP / VNO / RIX</strong></em></td>
</tr>
<tr>
<td>TRN / BLQ / FCO / MXP / FLR / VCE / NAP / TLV</td>
<td><a href="mailto:Kata.racz@brusselasairlines.com">Kata.racz@brusselasairlines.com</a></td>
</tr>
<tr>
<td><strong>FLIGHT ANALYST</strong></td>
<td><strong>FLIGHT ANALYST</strong></td>
</tr>
<tr>
<td>FREDDERICK BACKAERT</td>
<td>DOS SANTOS DIAMANTINO</td>
</tr>
<tr>
<td>FQFSN</td>
<td>FQVSN</td>
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<tr>
<td>UNITED KINGDOM / RUSSIA</td>
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</tr>
<tr>
<td><a href="mailto:Frederic.backaert@brusselasairlines.com">Frederic.backaert@brusselasairlines.com</a></td>
<td><a href="mailto:Diamantino.dossantos@brusselasairlines.com">Diamantino.dossantos@brusselasairlines.com</a></td>
</tr>
<tr>
<td><strong>FLIGHT ANALYST</strong></td>
<td><strong>FLIGHT ANALYST</strong></td>
</tr>
<tr>
<td>GABRIELLA DENIS</td>
<td>BART SOMERS</td>
</tr>
<tr>
<td>FQKSN</td>
<td>FQMSN</td>
</tr>
<tr>
<td>EAST-AFRICA / CENTRAL AFRICA</td>
<td>MÅD / BCN / AGP / BIE / PMI / ATH / CTA</td>
</tr>
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<td>...BJM-EBB-NBO-KGL-FIH-NSI-DLA-LAD...</td>
<td><a href="mailto:Bart.somers@brusselasairlines.com">Bart.somers@brusselasairlines.com</a></td>
</tr>
<tr>
<td><a href="mailto:Gabriella.denis@brusselasairlines.com">Gabriella.denis@brusselasairlines.com</a></td>
<td>PHONE 00 32 2 752 09 43</td>
</tr>
<tr>
<td><strong>FLIGHT ANALYST</strong></td>
<td><strong>FLIGHT ANALYST</strong></td>
</tr>
<tr>
<td>MARIE-FRANCOISE LEMMENS</td>
<td>MARIA COUCESANJURJO</td>
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<td>WEST AFRICA</td>
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<tr>
<td>...BJL-DKR-ABJ-CKY-FNA-ROB.<em>AND</em> CDG ..</td>
<td><a href="mailto:Maria.cougesanjuro@brusselasairlines.com">Maria.cougesanjuro@brusselasairlines.com</a></td>
</tr>
<tr>
<td><a href="mailto:Marie-francoise.lemmens@brusselasairlines.com">Marie-francoise.lemmens@brusselasairlines.com</a></td>
<td>PHONE 00 32 2 752 08 13 INT. 5813</td>
</tr>
<tr>
<td>PHONE 00 32 2 723 81 49</td>
<td><strong>FLIGHT ANALYST</strong></td>
</tr>
<tr>
<td><strong>FLIGHT ANALYST</strong></td>
<td>EDWIN VANOVERSCHELDE</td>
</tr>
<tr>
<td>EDWIN VANOVERSCHELDE</td>
<td>FQCSN</td>
</tr>
<tr>
<td>SWITZERLAND / GERMANY</td>
<td>SWITZERLAND / GERMANY</td>
</tr>
<tr>
<td><a href="mailto:Edwin.vanoverschelde@brusselasairlines.com">Edwin.vanoverschelde@brusselasairlines.com</a></td>
<td><a href="mailto:Edwin.vanoverschelde@brusselasairlines.com">Edwin.vanoverschelde@brusselasairlines.com</a></td>
</tr>
<tr>
<td>PHONE 00 32 2 723 81 44</td>
<td>PHONE 00 32 2 723 81 44</td>
</tr>
</tbody>
</table>
9. REVENUE INTEGRITY

The following power point presentation gives you an overview of what our Revenue Integrity process is all about. For further details please refer to Mien Rotthier, mien.roththier@brusselsairlines.com.

10. SCHEDULING

You will find in the folder link bellow, all information related to Schedules draft, scheduling news, cutbacks, overview of code shares and others.

All info stored on Q\drive for those who have access to it: Q:\Shared Sales Europe\Scheduling

And for those of you, who do not have access to the Q drive, please contact your VP for assistance.
11. SPA CONTRACTS

All signed SPA contracts are stored on Q\drive for those who have access to it:

Q:\Shared Sales Europe\Pricing\Signed SPA Contracts

And for those of you, who do not have access to the Q drive, please contact Yves Bernaerts, yves.bernaerts@brusselsairlines.com for assistance.

12. TNN/TDC

This file is stored on Q\drive for those who have access to it:

Q:\Shared Sales Europe\Procedures and Forms\TNN-TDC

And for those of you, who do not have access to the Q drive, please contact your pricing manager for assistance.

13. VOLUNTARY DOWNGRADING

Voluntary downgrading is meant to accommodate passenger’s request to travel, or finally travel in lower class of service compared to fare paid.

Situations that happen very often are:

- When an economy class of service is closed for sale and that passenger want, by all-miss, to travel, he is been offered to buy a seat in a higher class of service to ensure that he can travel. Upon check-in, he may request to travel in lower class of service if space available which result in a "voluntary downgrading" process.
- Passenger has a business class ticket but is waitlisted in that class of service and finally travels in Economy class.

To handle these cases, following rules are to be observed whereby a refund of class of travel difference will be calculated.

- Only carrier fares to be used for fare differential calculation. (original fare paid is based on carrier fare)
- For RT fares use half round trip fares for the sector to be flown.
- Business to be downgraded to the highest first available Economy class fare.
- B.flex (Yfulflex) to be downgraded to the highest first available b.light
i.e. Travel from HEL to BRU- fare table below as shown in Axsres. A RT Ticket purchased in Business class JRTSN. The first highest available economy class in which this passenger can be downgraded is the YTIME.

<table>
<thead>
<tr>
<th>Carrier</th>
<th>Fare (EUR)</th>
<th>Fare basis code</th>
</tr>
</thead>
<tbody>
<tr>
<td>SN</td>
<td>1069.00</td>
<td>JOWSN1</td>
</tr>
<tr>
<td>SN</td>
<td>1781.00R</td>
<td>JRTSN</td>
</tr>
<tr>
<td>SN</td>
<td>871.00</td>
<td>COWSN2</td>
</tr>
<tr>
<td>SN</td>
<td>826.00</td>
<td>YTIME2OW</td>
</tr>
<tr>
<td>SN</td>
<td>773.00</td>
<td>MOWSN</td>
</tr>
<tr>
<td>SN</td>
<td>1393.00R</td>
<td>CRTSN1</td>
</tr>
<tr>
<td>SN</td>
<td>1371.00R</td>
<td>DRTSN1</td>
</tr>
<tr>
<td>SN</td>
<td>1328.00R</td>
<td>YTIME2</td>
</tr>
<tr>
<td>SN</td>
<td>1161.00R</td>
<td>MRTSN</td>
</tr>
<tr>
<td>SN</td>
<td>941.00R</td>
<td>LRTSN</td>
</tr>
<tr>
<td>SN</td>
<td>651.00R</td>
<td>HRTSN</td>
</tr>
</tbody>
</table>

½ JRTSN 891.00€ - ½ YTIME2 664.00€ = 227.00€ to refund

In case of combination of two different half round trips, the same principle applies.
CUSTOMER SEGMENTS

1. AD TICKETS

Discounts are granted to IATA travel agents when traveling on Brussels Airlines operated flights.

1.1 AD rules

Further details can be found on Q\drive for those who have access to it: \Shared Sales Europe\Pricing\AD

And for those of you, who do not have access to the Q drive, please contact your pricing manager for assistance.

2. CONFERENCE PROGRAM

This file is stored on Q\drive for those who have access to it:

\Shared Sales Europe\Pricing\Conference Program (Fares)

And for those of you, who do not have access to the Q drive, please contact your pricing manager for assistance.
3. GROUPS

3.1 General

Group management is organized as follows:

1. Centralized Markets (BRU Group Department):
   - Handling direct and indirect customers from BNL - France - Germany - Spain - UK and Switzerland

2. Scandinavia (Gothenburg Office):
   - Handling agency requests only from Sweden - the local Gothenburg office handles Denmark and Norway. Direct customers entering through our website will be handled by the centralized group desk by using a specific contract template available in English only and for which payments would have to be made in € thru bank transfer to a Belgian bank account). Alternatively, customers should address themselves to a local travel agency in Scandinavia.

3. Local online markets (Local b.air offices):
   - Several local b.air offices i.e. in Austria (also handling requests from Slovakia and Slovenia) - Czech Republic - Finland - Hungary - Israel - Italy - Portugal - Poland - Russia - USA and African online countries are handling group requests locally. However - as in Scandinavia - they follow the standard procedures that have been defined between sales and revenue management.

4. Offline GSA Markets:
   - In all offline markets where a GSA is appointed, the GSA is handling local group requests

5. Rest of the world (Group BRU Office):
   - The centralized group desk will handle these markets using a specific contract (EN version - payments in Euro only via bank transfer in BRU)

Group management is broken in steps as follow:

1. Offer/contract
2. PNR Creation
3. PNR follow-up/Queuing
   a. Deposit (MCO/V-MPD/V-MCO, ADM) – For NON IATA: Total Invoicing
   b. Names
   c. Seating/separate check-in
   d. File closing with Refund of MCO/ADM deposit

General Group reservation procedure is described already in TRIM chapter 1.6. Specific commercial group procedures (e.g. on deposit policy) exist for IATA, NON IATA travel agencies and direct customer, and have been sent out to the outstations through a Pricing Broadcast Message and stored on the Q drive.
3.2 Ad Hoc Group Sales Policy for groups within Europe (plus TLV)

3.2.1 General

- This ad hoc group policy is valid for all ad hoc group requests on SN operated flights for Europe and Middle East.

- Ad Hoc group requests on code share flights where SN is marketing carrier may have specific procedures.

- All Ad Hoc group requests, group contracts, PNR, deposit and ticketing handling are centralised via the central group desk located at HQ in Brussels and for the following countries which remain de-centralised:
  - Czech Republic, Finland, Greece, Hungary, Israel, Morocco, Poland, Portugal and Russia

- Note that ALL countries however follow the same Ad Hoc Group Policy as described below.

- This policy is valid for groups travelling as from 01 Oct 08. Groups travelling before 01 Oct 08 continue with the current Brussels Airlines policy.

3.2.2 Database

All agency and ad hoc group information is to be stored in Salesforce.

1. Group contract

All ad hoc group requests must be accompanied by a signed group contract. All customers requesting a group need to agree with the terms and conditions of the group contract. The group PNR is only confirmed upon signature of the group contract.

3.2.3 Definition, group size and booking class

The minimum Ad Hoc group size is 10 passengers in both b.flex and b.light. (Or 10 for economy and 6 for business class for Africa, Tel Aviv, Helsinki and Moscow point-to-point groups).
All passengers must travel together on the same in and outbound flights and on the same dates. Individual split off’s are allowed as long as the number of minimum 10 passengers of the basic group is respected. Split off PNR can lead to new price quotations. Split off PNR’s need to be cross-referenced.

Group PNR’s can be created on OW basis.

The maximum group size will be determined by revenue management (subject to availability) but cannot exceed the aircraft size. Groups exceeding the aircraft size need to be split over several flights/days. A demand for a larger aircraft can be done at a full 100% non-refundable deposit at confirmation of the group and group contract signature.

Ad hoc groups can be booked within system range or 320 days before departure.

Booking class:
- **E class for b.light and economy for HEL/MOW/TLV**
- **K class for b.flex**
- **D class for business HEL/MOW/TLV**

### 3.2.4 GSOR

Travel agencies can create a live group PNR using the GSOR module. (See separate GSOR presentation) The axsRES PNR is automatically queue-placed on Q99 of the group desk for completion.

All updates and changes in the group PNR can be done by the travel agent.
3.2.5 Deposit, total balance, names and cancellation fee’s

3.2.5.1 Deposit

<table>
<thead>
<tr>
<th>DEPOSIT</th>
<th>IATA AGENCIES</th>
<th>NON- IATA AGENCIES AND DIRECT CUSTOMERS</th>
</tr>
</thead>
</table>
| **Group request being made from 320 days until 120 days before departure** | - Deposit of 20% to be paid at the latest 120 days before departure.  
- MPD to be issued by the travel agency and MPD number to be added in the PNR with SSR OTHS remark, or as per choice indicated in the form of payment tick box.  
- ADM to be raised by Brussels Airlines.  

ATTENTION: Brussels Airlines reserves the right to modify deposit date (see date on page16). | - Deposit of 20% to be paid at the latest 120 days before departure. A deposit invoice will be sent.  
- Payment via bank transfer or credit card.  
- The remaining balance should reach us 21 days before departure. An invoice will be issued based on the situation 35 days prior to departure  
- The payment has been done 21 days before departure.  

KBC Bank 435-4136121-24 / IBAN BE81 4354 1361 2124 //Code BIC/SWIFT: KREDBEBB  
Reference: Country code * / PNR NR / departure date  
(ex: FR / XXXXXX / 25APR08)  
ATTENTION: Brussels Airlines reserves the right to modify deposit date (see date on page16). |

| **Group request being made from 120 days until 60 days before departure** | - Deposit of 20% to be paid at the latest 21 days after group PNR confirmation.  
- MPD to be issued by the travel agency and MPD number to be added in the PNR with SSR OTHS remark, or as per choice indicated in the form of payment tick box.  
- ADM to be raised by Brussels Airlines.  

| - Deposit of 20% to be paid at the latest 21 days after group PNR confirmation. A deposit invoice will be sent.  
- Payment via bank transfer or credit card.  
- The remaining balance should reach us 21 days before departure. An invoice will be issued based on the situation 35 days prior to departure  
- The payment has been done 21 days before departure. |
** Group request being made within 60 days before departure **

- Deposit of 20% to be paid at the latest 7 days after group PNR confirmation.
- MPD to be issued by the travel agency and MPD number to be added in the PNR with SSR OTHS remark, or as per choice indicated in the from of payment tick box.
- ADM to be raised by Brussels Airlines.
- Full payment of group via bank transfer or credit card. Bank transfer copy to be faxed to group desk within **72 hours** after group confirmation.
- Customer can only request groups until maximum 10 days before departure.

---

** The fuel surcharge (YQ) that will be applied at time of ticketing will be the same as the YQ at time the deposit was paid; **

### 3.2.5.2 Cancellation policy

<table>
<thead>
<tr>
<th>CANCELLATION</th>
<th>IATA AGENCIES</th>
<th>NON- IATA AGENCIES AND DIRECT CUSTOMERS</th>
</tr>
</thead>
</table>
| Until 35 days before departure | - 10% of the seats can be cancelled free of charge.  
- If cancellations exceed the 10%, 20% cancellation fee of the seat price will charged against the deposit.  
- If all seats are cancelled, the deposit of 20% is not refunded. | - The invoice will be issued based on the situation 35 days prior to departure.  
- In case of cancellation between 35 and 7 days before the departure, a refund of 50 % of the seat will be granted for each cancelled seat. |
| Between 35 days and 7 days before departure | | |
| Until 30 days before departure | - 10% of the seats can be cancelled free of charge.  
- If cancellations exceed the 10%, 20% cancellation fee based on the seat price will be charged against the deposit.  
- If all seats are cancelled, the deposit of 20% is not refunded. | |
| Between 30 and 7 days before departure | - A cancellation fee of 50 % of the seat price will be charged for all cancelled seats. | |
### 3.2.5.3 Name deadline policy

<table>
<thead>
<tr>
<th>NAME DEADLINE AND TICKETING POLICY</th>
<th>IATA AGENCIES</th>
<th>NON-IATA AGENCIES AND DIRECT CUSTOMERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>From 320 days until 7 days before departure</td>
<td>- No names required.</td>
<td>- No names required.</td>
</tr>
<tr>
<td>7 days before departure</td>
<td>- All passenger names are required. Name changes are permitted and are free of charge (if tickets not issued).</td>
<td>- All passenger names are required. - Tickets need to be issued and no names seats will be cancelled. - No more changes allowed.</td>
</tr>
<tr>
<td>24 hours before departure</td>
<td>- Tickets need to be issued and no names seats will be cancelled.</td>
<td></td>
</tr>
</tbody>
</table>

### 3.2.5.4 Payment policy

<table>
<thead>
<tr>
<th>PAYMENT POLICY</th>
<th>IATA AGENCIES</th>
<th>NON-IATA AGENCIES AND DIRECT CUSTOMERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full payment through BSP at ticket issuance</td>
<td>- Full payment 21 days before departure via bank transfer or credit card except for groups requests made within 60 days prior to departure where full payment is requested at time of contract signature</td>
<td>- Full payment 21 days before departure via bank transfer or credit card except for groups requests made within 60 days prior to departure where full payment is requested at time of contract signature</td>
</tr>
<tr>
<td>Important notes: Deposit MPD or ADM will be refunded after deduction of cancelled seats fee (see cancellation policy)</td>
<td>Important notes: Additional invoice will be sent to cover cancelled seats fee (see cancellation policy)</td>
<td>Important notes: Additional invoice will be sent to cover cancelled seats fee (see cancellation policy)</td>
</tr>
<tr>
<td>- Additional ADM will be sent if MPD/ADM is not sufficient to cover the cancelled seats fee.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* * * The centralised group desk cannot issue tickets on SAT/SUN or bank holidays.*
Deposits and cancellation fees: based on the group fare without taxes and surcharges. Deposits are non refundable. Terms for deposits, cancellations fees and name deadlines are non-negotiable.

### 3.2.6 Group Monitoring (automated TL)

A super agent routine is programmed which will trigger a warning message in line with the above-mentioned policies:

1\(^{st}\) TL (40 days before departure):

The time limit will be introduced immediately after PNR creation and will provoke queue placement of the PNR at 40 days before departure of the first air segment, with a warning that the PNR will be subject to 50% cancellation fee within 10 days.

2\(^{nd}\) TL (15 days before departure):

The time limit will be introduced immediately after PNR creation and will provoke queue placement of the PNR at 15 days before departure of the first air segment, with a warning that unless names are entered the PNR will be canceled 8 days before departure. In reality the PNR will be queued to the group desk for manual cancellation if necessary.

### 3.2.7 Pricing

**A. For ad hoc groups for markets using the b.flex/b.light concept:**

Ad Hoc groups will be priced on ad hoc basis. In other words, the group fare will depend on the group size, the destination and the availability.

Indicative group fares for can be constructed as follows:

- Check the VBV entry to determine available seats per RBD *(VBVSN2281Y$28MAR#NCA)*
- Example for point to point in Europe: group size 40 pax

  Availability N class 20 seats available, W class 30 seats available, Q class 50 seats available \(\Rightarrow\) group fare will be the average of 20 N class fare, 10 W class and 10 Q class

  - N class 19 Euro ow \(\times\) 20 = 380 Euro
  - W class 29 Euro ow \(\times\) 10 = 290 Euro
  - Q class 39 Euro ow \(\times\) 10 = 390 Euro

  **Total group fare for 40 pax = 1.060 Euro or 26.5 Euro per passenger.**

- All fares are Net. Taxes, surcharges and fees need to be added.
- **S class fares and availability can not be considered for a ad hoc group fare calculation (only as from N class)**

- Example for transit via BRU: same principle as above but the availability of the RBD must cover the complete O&D

- Attached you find the Group Fare Calculator for your easy reference (this template helps you to calculate a group fare for both point to point and transit groups) and the instruction on how to use it

  "How to use the group fare calculator"

- Revenue Management may introduce minima per destination if necessary.

- Ad hoc group fares, calculated by means of the group fare calculator, are guaranteed for 2 working days after the group contract has been sent out. After 2 working days the group fare may be reviewed

**New: a monthly updated list of Black/ Red and White destinations is available on U:\Shared Sales Europe\Pricing\Groups, TO's, Allotments**

**BLACK destinations:** Group fare will be calculated by using the Group Fare Calculator. Group fares on these flights can more expensive due to a limited availability of the lower RBD’s

**RED destinations:** Group fare will be calculated by using the Group Fare Calculator. Group fares on these flights will be moderate to low due to a normal availability of the lower RBD’s

**WHITE destinations:** Group fares on these flights will be low due to a larger availability of the lower RBD’s. The Group fare will be the result of the Group fare calculator **MIN 10%**. For **specific destinations** (see list below) a reduction of **20%** can be applied.

**IMPORTANT NOTE:** the final group fare per passenger may NOT be lower than the published individual fare in N class.

For the following destinations 20% extra reduction may be offered (only on white flights)
- UK: BHX MAN BRS NCL LGW
- SK: BMA CPH OSL
- DE: MUC FRA BER HAM
- AT/CZ: VIE PRG
- PL: WAW
- ES: MAD
- IT: VCE ROM MIL
The latest update of the group fare calculator can be found on:
U:\Shared Sales Europe\Pricing\Groups, TO's, Allotments

B. For Ad hoc groups from/to HEL/MOW/TLV:
The same principles as described in point A apply.

Fare calculation:
1. Divide return O&D fare by 2 to create OW fares (current N and Q class OW fares can also be taken into account)
2. Make use of the Group fare calculator to calculate your group fare
3. Offer extra 15% on the end result (except for group fares composed entirely out of Q and or N class fares)

3.2.8 Miscellaneous

Stopover
Free of charge

Min stay
Not required

Max stay
Within system range

Change of reservation after departure
Not allowed for individual pax. New tickets need to be bought. Group change or split off ➔ new price quote via VBV procedure

Tour conductor
No tour conductors allowed

CHD and INF reduction
INF reduction of 90% is allowed if no seat is taken. No CHD discount on Europe. 25% CHD reduction for Africa and b.flex groups

Groups on codeshare flights
Groups on codeshare flights are to be avoided. Procedures and group fares are subject to the operating carrier. They may vary per contract.

Group requests from other airlines
Can be accepted if Interline agreement and/or SPA exists. These groups have the lowest priority and will only be accepted if N class is available. Deposits cannot be requested (as no follow up is possible). A names deadline for these groups is determined at 45 days before departure.
**Preseating**
Via TCS Mumbai (block seating for b.light and against applicable b.light charge – still to be determined- and VIP seating for b.flex free of charge.

**Handling fee**
6 Euro per OW

**Catering**
Allowed at fee (detailed procedure to be worked out) for b.light
Free of charge for b.flex.

**Dedicated group desk check (in Brussels Airport only)**
Allowed at fee (detailed procedure to be worked out)

**Other items**
...

### 3.3 Ad Hoc Group Sales Policy for groups from and to Africa
(Review valid for groups travelling as from 01/10/08)

#### 3.3.1 General
- This ad hoc group policy is valid for all ad hoc group requests on SN operated flights for from and to Africa.

- Ad Hoc group requests on code share flights where SN is marketing carrier may have specific procedures.

- All Ad Hoc group requests, group contracts, PNR, deposit and ticketing handling are centralised via the central group desk located at HQ in Brussels and for the following countries which remain de-centralised:

  - Czech Republic, Finland, Greece, Hungary, Israel, Morocco, Poland, Portugal, Russia, Israel and Africa.

- Note that ALL countries however follow the same Ad Hoc Group Policy as described below.

- This policy is valid for groups **travelling** as from 01 Oct 08

#### 3.3.2 Database
All agency and ad hoc group information is to be stored in Salesforce.
3.3.3 Group contract

All ad hoc group requests must be accompanied by a signed group contract. All customers requesting a group need to agree with the terms and conditions of the group contract. The group PNR is only confirmed upon signature of the group contract.

3.3.4 Definition, group size and booking class

The minimum Ad Hoc group size is 10 passengers in Economy and 6 in Business. (For feeding and de-feeding flights the groups are travelling in b.light if the long haul sector is in economy and b.flex if the long haul sector is in business class)

All passengers must travel together on the same in and outbound flights and on the same dates. Individual split off’s are allowed as long as the number of minimum 10 passengers of the basic group is respected. Split off PNR can lead to new price quotations. Split off PNR’s need to be cross-referenced.

Group PNR’s can be created on OW basis.

The maximum group size will be determined by revenue management (subject to availability) but cannot exceed the aircraft size. Groups exceeding the aircraft size need to be split over several flights/days. A demand for a larger aircraft can be done at a full 100% non-refundable deposit at confirmation of the group and group contract signature.

Ad hoc groups can be booked within system range or 320 days before departure.

Booking class:
G class if booked by SN office, E class if booked by agency for economy- b.light (feeding –de-feeding in Europe)
D class for business-b.flex (feeding –de-feeding in Europe)

3.3.5 GSOR

Travel agencies can create a live group PNR using the GSOR module. (See separate GSOR presentation) The axsRES PNR is automatically queue-placed on Q99 of the group desk for completion.

All updates and changes in the group PNR can be done by the travel agent.
3.3.6 Deposit, total balance, names and cancellation fee’s

3.3.6.1 Deposit policy

<table>
<thead>
<tr>
<th>DEPOSIT POLICY</th>
<th>IATA</th>
<th>NON- IATA/DIRECT CUSTOMERS</th>
</tr>
</thead>
</table>
| Group request being made from 320 days until 40 days before departure | - Deposit of 75 Euro per passenger in economy and 200 Euro per passenger in business to be paid at the latest **21 days** after group PNR confirmation.  
- MPD to be issued, and MPD number to be added in the PNR with SSR OTHS remark.  
- Deposit will only be refunded if 80% of the initial group size is maintained at moment of departure. If the size of the group is below 80%, a penalty of 75€ per passenger will be charged. | - Deposit of 75 Euro per passenger in economy and 200 Euro per passenger in business to be paid at the latest **21 days** after group PNR confirmation.  
- Payment via bank transfer or credit card.  
- If the size of the group is below 80%, a penalty of 75€ per passenger will be charged.  
KBC Bank 435-4136121-24 / IBAN BE81 4354 1361 2124 //Code BIC/SWIFT: KREDBEBB  
Reference: Country code * / PNR nr / Departure date. (ex: FR / XXXXXX / 25APR08) |
| Group request being made within 40 days before departure | - Deposit of 20% to be paid at the latest 7 days after group PNR confirmation.  
MPD to be issued by the travel agency and number to be added in the PNR with SSR OTHS remark. | - Full payment of group via bank transfer or credit card. Customer can only request groups until maximum 10 days before departure. |

** The fuel surcharge (YQ) that will be applied at time of ticketing will be the same as the YQ at time the deposit was paid.
3.3.6.2 Name deadline and ticketing policy

<table>
<thead>
<tr>
<th>NAME /TICKETING POLICY</th>
<th>IATA</th>
<th>NON- IATA/DIRECT CUSTOMERS</th>
</tr>
</thead>
</table>
| 40 days before departure | - All names need to be introduced in the group PNR  
-Unnamed seats must be guaranteed against a 100% deposit | - All names need to be introduced in the group PNR  
-Unnamed seats must be guaranteed against a 100% deposit |
| 7 days before departure | - Name changes are permitted and are free of charge (if tickets not issued)  
-Tickets need to be issued 7 days before departure.  
-Names need to be introduced for the unnamed seats (which were guaranteed with a 100% deposit)  
-Tickets will not be refunded in case of cancellation whatever the ticketing date. | - Name changes are permitted and are free of charge (if tickets not issued)  
-Names need to be introduced for the unnamed seats (which were guaranteed with a 100% deposit)  
-Tickets need to be issued 7 days before departure.  
-Name changes after ticketing are allowed at fee of 30Euro.  
-Tickets will not be refunded in case of cancellation whatever the ticketing date. |

3.3.6.3 Payment policy

<table>
<thead>
<tr>
<th>PAYMENT POLICY</th>
<th>IATA</th>
<th>NON- IATA/DIRECT CUSTOMERS</th>
</tr>
</thead>
</table>
|               | - Full payment through BSP at ticket issuance (7 days before departure)  
- Important notes: Deposit will only be refunded if 80% of the initial groups size is maintained at moment of departure  
Additional ADM will be sent if MPD is not sufficient to cover the cancelled seats fee. | - Full payment 40 days before departure via bank transfer or credit card |

* * * The centralised group desk cannot issue tickets on SAT/SUN or bank holidays.*
Deposits and cancellation fees: based on the group fare including taxes and surcharges. Terms for deposits, cancellations fees and name deadlines are non-negotiable.

3.3.7. Group Monitoring (automated TL)

A super agent routine is programmed which will trigger a warning message in line with the above-mentioned policies:

TL (40 days before departure):

A warning will go out to the agency resp. the grp desk (for direct bookings) 40 days prior to departure reminding them that names are needed latest 30 days prior to departure. A queue placement will be provoked to the group desk for grps where no-names are continuing to be part of the grp PNR 40 days out.

3.3.8. Pricing

Ad Hoc groups will be priced on ad hoc basis. In other words, the group fare will depend on the group size, the destination and the availability.

**AD Hoc group fares** for can be constructed as follows:

a) For point to point groups from and to Africa:

- **Check the VBV entry to determine available seats per RBD (VBVSNxxxxY$28MAR#NSA)**

1. **If G class is available**: entire group size fits into G class availability

A bandwidth of reduction % can be offered on the LOWEST Published fare (**Fare as from V class, not allowed on Q/N/W class fares.**)

<table>
<thead>
<tr>
<th>Low Season 01/01 - 20/01 // 01/09 – 14/12</th>
<th>High Season 21/06 – 31/08 // 15/12 – 31/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>- 10% FIH LAD NSI ROB</td>
<td>-5% FIH LAD NSI ROB</td>
</tr>
<tr>
<td>- 15% BJL CKY FNA ABJ BJM EBB KGL DLA</td>
<td>-10% BJL CKY FNA ABJ BJM EBB KGL DLA</td>
</tr>
<tr>
<td>- 20% DKR (also on Q class) NBO</td>
<td>-15% DKR (also on Q class) NBO</td>
</tr>
</tbody>
</table>

- Example: group size 40 pax BRU-DKR RT

  Availability G class 40 seats available on inbound and outbound ➔ group fare = 15% on VLER2MAE or EUR430 –15% = 365 Euro
2. If G class in only partly available: only part of the group fits into G class availability

Only offer reductions % as shown above on the available number of G seats. The remainder of the group needs to be priced at the published fare (with no extra reduction) on the available RBD according to the VBV entry.

- Example: group size 40 pax BRU-DKR RT

  Outbound availability:
  G 20 seats
  B 30 seats

  Availability G class is only 20 seats on outbound
  Calculate the outbound:
  VLER2MAE 430 Euro/2 =215 Euro  -15% =183 Euro x 20 pax = 3660 Euro
  BLES3MAE 510 Euro/2=255 Euro – no reduction x 20 pax = 5100 Euro

  Total outbound (3660+5100)/40= 219 Euro per passenger for the outbound

  Inbound availability:
  G 40 seats
  Calculate the inbound:
  VLER2MAE 430 Euro/2 =215 Euro  -15% =183 Euro x 40 pax = 7320 Euro

  Total inbound 7320/40= 183 Euro per passenger for the inbound

  Total group fares per passenger= outbound + inbound (219 Euro + 183 Euro = 402 Euro)

3. If G class in not available: G class is at 0

The group needs to be priced at the published fare (with no extra reduction) on the available RBD according to the VBV entry.

- Example: group size 40 pax BRU-DKR RT

  Outbound availability:
  G 0 seats
  B 40 seats

  Availability G class is at 0 seats on outbound
  Calculate the outbound:
  BLES3MAE 510 Euro/2=255 Euro – no reduction x 40 pax = 10.200 Euro

  Total outbound (10.200)/40= 255 Euro per passenger for the outbound
Inbound availability:
G 0 seats
B 30 seats
K 40 seats
Calculate the inbound:
BLES3MAE 510 Euro/2=255 Euro – no reduction x 30 pax = 7650 Euro
KLES3MAE 610 Euro/2=305 Euro – no reduction x 10 pax = 3050 Euro

Total inbound (7650+3050)/40= 267 **Euro per passenger for the inbound**

Total group fares per passenger= outbound + inbound (255 Euro + 267 Euro = 522 Euro)

- All fares are Net. Taxes, surcharges and fees need to be added.

b) For groups from and to Africa via BRU:

- For the European feeding and de-feeding flights check the availability in T class *(VBVSNxxxxT$28MAR#NSA)*

- If not enough T class is available on the European feeding/de-feeding flight, the flight analyst of the long haul sector will check with the flight analyst of the short haul sector what the possibilities are.

- For the long haul sectors check the VBV entry to determine available seats per RBD *(VBVSNxxxxY$28MAR#NSA)*

- Same bandwidths and calculation model as the for the point to point groups

- All fares are Net. Taxes, surcharges and fees need to be added.

- **In case of availability issues or groups price quoting or competitive issues please contact the flight analysts Gabriella Denis (Central and East Africa) (gabriella.denis@brusselsairlines.com) and Guy Eeman (West Africa) (geeman@brusselsairlines.com)**

3.3.9. Response time

RM guarantees a response time between 24 and 48 hours (2 working days), counting as from the moment when the group has been queued to RM

Cases where the response time cannot be guaranteed?

- In case of operational problems on the African Network (cancelled flights, bird strikes etc...)
- Loading of the Summer and Winter TT (Flight optimisation process)
- Illness of unforeseen circumstances
Fallback scenario:

For countries not working with the group desk:
If no reply after 48 hours ➔ send email to the flight analyst concerned and in cc the other flight analyst, Brigitte Van Roij and Yves Bernaerts. With this information we will be able to take action.

For countries working with the groupdesk: groupdesk to come and see us (as we are only 2 steps away)

3.3.10. Miscellaneous

**Stopover**
Free of charge

**Min stay**
Not required

**Max stay**
Within system range

**Change of reservation after departure**
Not allowed for individual pax. New tickets need to be bought. Group change or split off ➔ new price quote via VBV procedure

**Tour conductor**
No tour conductors allowed

**CHD and INF reduction**
INF reduction of 90% is allowed if no seat is taken. CHD discount 25% CHD reduction.

**Groups on codeshare flights**
Groups on codeshare flights are to be avoided. Procedures and group fares are subject to the operating carrier. They may vary per contract.

**Group requests from other airlines**
Can be accepted if Interline agreement and/or SPA exists. These groups have the lowest priority and will only be accepted if N class is available. Deposits cannot be requested (as no follow up is possible). A names deadline for these groups is determined at 45 days before departure.

**Handling fee (if handled by Brussels Airlines groupdesk)**
12 Euro per OW for Africa

**Dedicated group desk check (in Brussels Airport only)**
Allowed at fee (detailed procedure to be worked out)
4. Allotments

4.1. General

This Allotment policy (chain bookings) is valid for Tour Operators issuing brochures, packages and city-trips. This policy can’t and may not be offered for ‘Ticket only’ purposes. The fares and conditions are valid on SN operated flights for Europe, Africa and Middle East.

Allotments are not valid on code share flights where SN is marketing carrier.

This procedure is valid for tour operators to BRU, from BRU and via BRU.

4.2. Database

The local group-handling manager in charge of tour operators will handle allotment data and follow up (Sales force).

4.3. Allotment contract

All Allotment requests must be accompanied by a signed Allotment contract. All customers requesting Allotment conditions with b brussels airlines need to agree with the terms and conditions of the Allotment contract.

All Allotment contracts must carry a double signature for b brussels airlines: one by the account manager and co-signed by the PoA (usually the country manager).

4.4. Definition, group size and booking class

All passengers must travel together on the same in and outbound flights and on the same dates.

Allotment PNR’s must be created on OW basis.

Revenue Management will determine the minimum and/or maximum allotment group size (subject to availability) together with the Leisure manager. The maximum allotment size cannot exceed the aircraft size. Allotments exceeding the aircraft size need to be split over several flights/days. A demand for a larger aircraft can be done at a full 100% non-refundable deposit at confirmation of the allotment. (Or contact the charter department).

Allotments can booked within system range or 320 days before departure.
Booking class:

**G class for b.light and economy (Africa, HEL/MOW/TLV)**  
**R class for b.flex**  
**D class for business Africa, HEL/MOW/TLV**

### 4.5. GSOR for Allotment

The GSOR module can be used for Allotments.  
Touroperators using a CRS must create a live group PNR using the GSOR module. (See separate GSOR presentation) The axsRES PNR is automatically queue-placed on Q99 of the group desk for completion.  
All updates and changes in the group PNR can be done by the travel agent.  
The group department will do the allotment bookings and follow-up.

!["GSOR SNV.ppt"](image)

### 4.6. Guarantee and names for Allotments

- Each TO needs to guarantee a fulfilment of each allotment of 80/85/100% (depending on the agreement) at the end of each season. Final settlement will be done by means of an ADM at the end of the season for IATA Touroperators and by invoice for non IATA Touroperators.

    - Allotment can be released until 30 days before departure for Europe and 42 for Long Haul. No release possible for 100% allotment agreement.

    - All passenger names are required at 24 hours before departure. Name changes are permitted and are free of charge (if tickets are NOT issued)

    - Name changes after ticketing are allowed at a ticketing fee of 30 Euro.

    - Tickets can be issued until 24 hours before departure (for 80/85% guarantee contracts) No names are allowed until departure for 100% guarantee contracts).

Form of payment: for IATA agents via BSP link, direct debit for non-IATA agents.
4.7. Allotment Monitoring

A super agent routine is programmed which will trigger warning messages in line with the above mentioned name deadlines and automatic cancellation will follow.

4.8. Pricing

Allotments will be priced in agreement with revenue management and will be discussed between the flight analyst/clusterhead/ pricing manager and the leisure manager. The fare of the allotment fare will depend on the allotment size, the destination and the availability.

All fares are net. Taxes, surcharges and fees need to be added. Service fee will be added if tickets are issued by groupdesk. No GDS fee for allotments.

Allotment tickets are to be issued on IT basis. (RBD+TO+xxxxx)

4.9. Miscellaneous for Allotments

**Stopover**
Free of charge

**Min stay**
Not required

**Max stay**
Within system range

**Change of reservation after departure**
Not allowed for individual pax. New tickets need to be bought. Group change or split off ➔ new price quote via VBV procedure

**Tour conductor**
No tour conductors allowed

**CHD and INF reduction**
INF reduction of 90% is allowed if no seat is taken. No CHD discount on Europe. 25% CHD reduction for Africa and b.flex groups

**Allotments on codeshare flights**
Not allowed.
Pre-seating
Via TCS Mumbai (block seating for b.light and against applicable b.light charge – still to be determined- and VIP seating for b.flex free of charge.

Service fee
10 Euro per passenger/ticket for Europe
20 Euro per passenger/ticket for Africa

Catering
Allowed at fee (detailed procedure to be worked out) for b.light
Free of charge for b.flex.

4.10. Database

The local group-handling manager in charge of tour operators will handle allotment data and follow up (Sales force)
5. TO POLICY

(Latest version always stored on Q\drive)

5.1 General

This TO policy is valid for Tour Operators issuing brochures, packages and city-trips. This policy can’t and may not be offered for 'Ticket only' purposes. The fares and conditions are valid on SN operated flights for Europe, Africa and Middle East.

TO fares are not valid on code share flights where SN is marketing carrier.

This procedure is valid for tour operators to BRU, from BRU and via BRU

5.2 Database

The local sales organization in charge of tour operators will handle all tour operating sales administration and follow up. (Sales force)

5.3 TO contract

All TO requests must be accompanied by a signed TO contract. All customers requesting TO conditions with Brussels Airlines need to agree with the terms and conditions of the TO contract.

All TO contracts must carry a double signature for Brussels Airlines: one by the account manager and co-signed by the PoA (usually the country manager)

Said contract has been drafted to ensure full compliance with our full content agreements with the CRS. We are referring particularly to the ticketing fees that are being specified for issuance through the CRS and B2T. To make B2T issuance more attractive, B2T surcharges can be waived retroactively as part of a confidential incentive agreement.

5.4 Fare conditions

Individual TO passengers need to be booked in the appropriate individual RBD according the agreed TO fare. All fare conditions of the TO fares are according to the published b.light fares.

Note that for practical reasons all TO destinations are filed with fare rules of the b.light plus.
MOW and HEL will have the same b.light plus rules for tour operating.

5.5 Pricing, booking class and fare basis code

Individual TO fares from/to BRU

b.light:

1st level TO fare: average % of N
2nd level TO fare: average % of w
3rd level TO fare: average % of Q
4th level TO fare: average % of V
5th level TO fare: average % of B
6th level TO fare: average % of E
NEW:
N/W public fares
QVBE reduction on public fare

Apart from the above 5 TO fares the TO can book normal published b.light S class fares with the same tour operating conditions.

All fares are net. Taxes, surcharges and fees need to be added.

b.flex:

K/L TO fares available
1st level TO fare: % of H
2nd level TO fare: % of L
Published b.flex fares are applicable for other rbd’s.

Individual TO fares via BRU

To be discussed with the Pricing Manager Europe (Grietje Haerens ghaeren@brusselsairlines.com) on a seasonal basis.
TO fares via BRU will be established in view of potential and in view of the competitive levels.
Booking classes to be used are N/W/Q/V/B/E/K/L

Individual TO fares form/to for Africa:

To be discussed with the Cluster head Pricing & Revenue Management Intercontinental (Yves Bernaerts ybernaerts@brusselsairlines.com) on a seasonal basis.

TO tickets are to be issued on IT basis. (RBD+PF+xxxxx)
### 5.6 Distribution channels for TO traffic

#### 5.6.1 Call Centre

Channel available for non-IATA Tour Operators only

| Customers | ▪ Non-IATA offices that are listed by “Back office” department.  
▪ Each Tour Operator from this list who concluded a TO contract with Brussels Airlines will get Tour Operator fares quoted |
| New requests | ▪ New requests for ticket issuance by CCC Can only be addressed by the TO/Leisure Manager  
▪ This needs to be addressed to Carine Geleyns (procedure update) and Joelle Van Der Veken (SalesForce) |
| Booking desk | ▪ “Back office department”  
  ○ Tel 070/707945  
  ○ 02 723 82 91 |
| Tour Operator fares | ▪ Tour Operator fares are filed as private fares in Axres  
▪ The filing includes complete list of Tour Operator fares to all routes.  
▪ However, Tour Operator can be given limited access to specific destinations only |
| Combinability of fares | ▪ Tour Operator fares can only be combined with itself |
| Ticketing fee | ▪ No ticketing fee will be charged until the B2T portal is a valid alternative for non-IATA Tour Operators.  
▪ The B2T portal is valid alternative for these as from the moment Tour Operator fares can be booked in this portal and ticketing deadline of 48 hours can be granted (optional bookings).  
  Already available  
  Note: IATA TO that possibly make a booking via this desk (for whatever reason) must pay fee (€5 per OW for SH and €10 per OW for LH) |
| Identification | ▪ The Tour Operator will be identified with a Tour Operator code in the booking |
| Payment | ▪ Credit Card Payment will be the only form of payment allowed.  
  Only exceptions are the list of non-IATA Tour Operators that were already allowed to pay by invoice by Brussels Airlines. They can continue paying with this form of payment. BUT THIS PAYMENT FORM WILL NOT BE OFFERED ANYMORE WHEN RENEWALS OF CONTRACT ARE MADE for distribution via this channel |
| Ticketing deadline | ▪ Ticketing deadline applied by the agents must be within 48 hours after reservation |
| Comment | ▪ Leisure Managers will request Tour Operators to enroll online to B2T where they can apply for direct debit form of payment (BENELUX only).  
  ○ Already allows SN to start credit assessment study for particular account  
  ○ Eventually shift call-centre non IATA TO bookings to B2T Professional Account Online Solution |
### 5.6.2 GDS
Channel available for IATA Tour Operators

| Customers | IATA Tour Operators  
| Each Tour Operator who concluded a TO contract with Brussels Airlines can have Tour Operator fares auto quoted in GDS if filing cost is paid (see “Tour Operator fares”) |
| New requests | New requests for ticket issuance by IATA Tour Operator that want to book Tour Operator fares via GDS can only be addressed by the TO/Leisure Manager |
| Distribution Channels | Amadeus  
| Galileo  
| Sabre  
| Worldspan |
| Tour Operator fares | TO fares are loaded into following classes Y L K V W N S  
| TO fares are only applicable to the destinations which are stipulated in the TO Contract  
| Tour operators wishing a **private fare filing** for automatic ticketing purposes will be charged a forfeit amount of 300 EUR filing cost  
| - Filing cost is:  
|   - Per Point of Origin  
|   - €300 for fare filing from BRU  
|   - €300 for fare filing to/via BRU  
|   - €300 for fare filings from/to Africa  
| - The leisure manager will ask Dominique Smets to file the TO fares for a specific TO (after MCO is being paid)  
| - The Tour Operator will provide him with the PCC number. |
| Combinability of fares | Tour Operator fares can only be combined with itself |
| Revenue integrity control | The leisure manager BNL will provide a detailed list to ADP/GSI. This list will give detailed information of the T.O and the destinations per T.O. |
| Distribution fee (GDS fee) | No distribution fee will be charged when booking TO fares until the B2T portal is a valid alternative for IATA Tour Operators. (For private fare filings: cat 12 will not show any surcharge)  
| - The B2T portal is valid alternative for these as from the moment Tour Operator fares can be booked and optional bookings are allowed in this portal.  
| - We charge already 2.5€ for W08  
| - We will charge 3€ for S09 |
| Ticketing deadline | For all TO fares a Ticketing deadline will be shown in the fare conditions: “ticketing must be completed within 48 hours after reservations”) (For private fare filings it will be
### 5.7 B2T Brussels Airlines’ Professional Account Online solution

Channel available for IATA and Non-IATA Tour Operators

| Customers | IATA and NON-IATA Tour Operators  
|           | Each Tour Operator who concluded a TO contract with Brussels Airlines will get Tour Operator fares auto quoted in B2B/T  
|           | Each Tour Operator who didn’t conclude a TO contract with Brussels Airlines will only get the public fares quoted if enrolled to B2B/T |
| New requests | New requests for ticket issuance by IATA or NON-IATA Tour Operator that want to book Tour Operator fares via B2T can only be addressed by the TO/Leisure Manager. |
| Distribution Channel | B2T BAs’ Professional Account Online Solution |
| Tour Operator fares | TO fares are loaded as private fares into following classes: L K E B V Q W N  
|                    | TO fares are only applicable to the destinations which are stipulated in the TO Contract.  
|                    | The leisure manager will ask Dominique Smets to file the TO fares for a specific and the B2T Manager will create the entitlement to link the account to these Tour Operator fares  
| Combinability of fares | All Tour Operator fares are combinable. |
| Ticketing fee | No ticketing fee will be charged  
|                | The B2T portal is valid alternative for these as from the moment Tour Operator fares can be booked and optional bookings are allowed in this portal.  
|                | 2.5€ booking fee charged per segment or per direction of travel for 2008, 3.0€ for 2009 and 3.5€ for 2010 |
| Identification | The Tour Operator will be identified with Account number assigned in the B2T admin tool (IATA or Non-IATA number) |
| Ticketing deadline | Initially Ticketing deadline will be immediate.  
|                   | In Q2 of 2007, Optional bookings can be allowed for TO-fares. Ticketing must then be completed within 48 hours after reservations |
| Payment | Credit Card Payment and/or direct debit (BENELUX only) |
6. JOURNALISTS

The journalist fare conditions are stored on:

Q:\Shared Sales Europe\Pricing\Journalists

And for those of you, who do not have access to the Q drive, please contact your pricing manager for assistance.

7. MISSIONARIES

All info stored on Q\drive: Q:\Shared Sales Europe\Pricing\Missionary

And for those of you who do not have access to the Q drive, please contact your pricing manager for assistance.

8. SEAMEN

All info stored on Q\drive: Q:\Shared Sales Europe\Pricing\Seamen

And for those of you, who do not have access to the Q drive, please contact your pricing manager for assistance.
COMMERCIAL FAVOURS POLICY

The following table lists "who" can grant "what". **

<table>
<thead>
<tr>
<th>Who</th>
<th>Strategic Committee Members</th>
<th>VPs Commercial</th>
<th>CC Relations</th>
<th>Country Managers</th>
</tr>
</thead>
<tbody>
<tr>
<td>X Bag</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Free Ticket</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Upgrade</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>FFP Upgrade</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Lounge access</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

** Within Marketing budget

For Planned upgrade –PUCP/COMOK

Within set bandwidth OK- Outside bandwidth and for request for departure from other stations, prior respective VP's approval required.

In case of CUPC (free upgrade is space available) only.

1st approval + 2nd approval by Strategic committee member

** Other VPs and Communication's (for accredited journalists) requests are to be channeled through their respective strategic committee member.

1. Baggage

Only accredited persons can grant in specific conditions free excess baggage. These persons are the Managing Directors, strategic committee members, VPs commercial, Customer Relations as well as Country Managers (within agreed bandwidths or prior approval of their respective VP or designated Deputy if outside bandwidths).

Free excess baggage can be granted only under exceptional circumstances. In other words, the excess luggage waiver policy may never become part of regular commercial policy.

Even if the authorized persons want to grant free excess baggage, such favor should be limited as follows:

Principle of 1kg free for 1 kg paid with a total maximum of 30 kg for kilo weight concept and 1 piece free for 1 piece paid with a total of 2 pieces for the PC one.

Favours regarding excess baggage can only be granted on b.air metal flights. In other words, code **share flights operated by a partner** or interline flights are excluded.

Country managers are allowed to grant, on a non-structural, case-by-case basis the following as commercial gesture without prior approval of their VP:
**In case of baggage allowance based on weight concept**
- Free excess baggage up to maximum 10 Kg/passenger.

**In case of baggage allowance based on piece concept**
- Free excess baggage up to maximum 9 kg on one piece of 23kg/passenger, meaning the pax can carry on piece of 32kg instead of 23kg without extra charges.
- To smoothen the transition from Privilege to Miles and More, instead of the 9 extra kg, one (1) additional piece of 23kg max can be granted per frequent flyer to Privilege 'Gold' or Miles and More 'FTL' cardholders.

- **Weight concept**: For excess weight above 10kg already granted for free, the principle of 1kg free for 1kg paid with a total of 30 kg applies.
- **Piece concept**: For excess weight above the already 9kg free granted for free, the principle of 1 piece free for 1 piece paid with a total of 2 pieces applies.
- All additional excess baggage weight above the 10kg (weight concept), 9kg (PC concept) to be carried free of charge is subjected to prior approval from VPs.

The following categories of passengers can be granted free excess baggage as follow:
- **Bona fide organizations (NGO)**
  - Within Europe: 10 kg per passenger for a total of maximum 50kg for a group (independent of the size)
  - From/to Africa/US: one extra piece per passenger according to class of travel.

Bona fide s needs to provide proof of eligibility.

**Procedure:**

All requests for free excess baggage are to be sent by mail to a designated authorizer, using the form below and will be inserted in the PNR only by a Team Leader of the Call Center as follows:

A "save" remark and SSR field are to be inserted in the PNR as follows:

5 SAVE COMOK 10KGS FAVOR PAX Dupont on SN1234/date. + name of the authorizer

4/ CKIN SS1 S1 N1 * 10 KGS XBAG FREE

Provided the workload is acceptable, the monitoring of granted upgrades will be performed through logging of all upgrades by country respectively department in Saleforces

**Excess baggage request form**
2. Free tickets

Only accredited persons can grant in specific conditions free tickets. These persons are the Managing Directors, Strategic committee members, VPs commercial, Customer Relations as well as Country Managers (with prior approval of their respective VP or designated Deputy). The cost of the free tickets is to be funded by the marketing budget allocated to each authorizer.

**Procedure:**

Free tickets can be issued only provided the 'Free Ticket Request' form has been approved by an authorized staff member. Team leader of call center will issue free tickets. Contests/raffles’ winners’ tickets (DM03), issuance will be processed by Staff travel office.

- Free ticket rules

![Microsoft Word Document](image1)

- Free ticket request form.

![Microsoft Excel Worksheet](image2)

For more details, check out CC intranet on b.tuned.

3. Upgrading

As a general rule upgrading to higher class of service is permitted upon payment of a fare differential and accessible to any passenger willing to do so. Privilege members can pay upgrades with their miles.

**Un-planned (space available) commercial upgrades – CUPC**

Only accredited persons can grant in specific conditions free of charge upgrades. These persons are the Managing Directors, Strategic committee members, VPs commercial, Customer Relations as well as Country Managers (with prior approval of their respective VP or designated Deputy).

Upgrades can be granted only under exceptional circumstances. In other words, upgrades should never become part of our commercial policy. Moreover, a
commercial upgrade to a higher class of service is always subject to availability and **cannot** and by no means be considered as a right.

CUPC will be processed only right before boarding once all paying passengers (and privilege members having used their miles for upgrade) have been assigned a seat in the higher class of service.

In order to ensure that upgrade remarks are inserted in timely fashion and necessary meals are put on board, commercial upgrades should not be granted later than **72 hours** prior to departure.

CUPC **cannot** be granted cumulatively with other commercial favors (free xbag for example).

CUPC **cannot** be granted on code share flights operated by a partner carrier.

CUPC are granted only in **one direction**.

No pre-booking of seat in the upgrade class permitted.

Upgrades decided by the station manager are restricted to upgrades that are required in case of oversales. (technical upgrades). Rules governing these upgrades are clarified into the Passenger Handling Manual.

Onboard upgrades are not allowed.

b.air employees/staff traveling in lower class of service **can not** request the crew to be upgraded.

**Procedure:**

All CUPC requests are to be sent by mail to a designated authorizer using the form below and will be inserted in the PNR only by a Team Leader of the call center as follows

SSR field
4/CUPC SS1 S1 N1 * APPROVED$ BY “name of authorizer”/”/” name agent”
/SITE/DATE
4/CKIN SS1 S1 N1 * OK $ TO UPGRADE TO “XX” CLASS IF SEAT AVAILABLE
APPROVED BY “ name of authorizer”/”/”name agent”/SITE/DATE.
5/SAVE COMOKWL x

Upgrading for more than 5 passengers: Same procedure as above + telex to BRUHHSN, BRUHUSN, BRUOCSN, XXXKKS (XXX= outstation concerned) at least 72 hours before departure.

Provided the workload is acceptable, the monitoring of granted upgrades will be performed through logging of all upgrades by country respectively department in Saleforces

Further details on CC intranet.
Standby upgrade request form

**Planned (confirmed seat in higher class) commercial Upgrade – PCUP**

Only accredited persons can grant in specific conditions free of charge pre-booked upgrades. These persons are the Managing Directors, EXCOM members as this type of upgrade has a cost associated which need to be accounted at high management level.

For PCUP, the passenger has to be booked in the class of travel concerned. Consequently the upgraded passenger may have taken a seat from a paying passenger.

PCUP can be granted only under exceptional circumstances and its return on investment duly proved.

PCUP will be processed in advance to the departure date and in order to ensure that upgrade remarks are inserted in timely fashion and necessary meals are put on board, commercial upgrades should not be granted later than **72 hours** prior to departure.

PCUP **cannot** be granted cumulatively with other commercial favors (free xbag for example).

PCUP **cannot** be granted on code share flights operated by a partner carrier.

PCUP are granted only in **one direction**.

Pre-booking of seat in the upgrade class permitted.
Procedure:

All CUPC requests are to be sent by mail to a designated authorizer using the form below and will be inserted in the PNR only by a Team Leader of the call center as follow:

SSR field
4/PCUP SS1 S1 N1 * APPROVED$ BY “name of authorizer/..”/” name agent” /SITE/DATE
4/CKIN SS1 S1 N1 * OK $ TO UPGRADE TO “XX” CLASS FARE DIFFERENCE ACCOUNTED TO CC xxxx APPROVED BY “ name of authorizer”/..”/name agent”/SITE/DATE.
5/SAVE COMOK x

Further details on CC intranet.

Upgrading for more than 1 passenger not allowed.
Upgrade request form

Note: Country managers are and remain accountable for what is being done in their respective station

4. Privilege

Privilege, the Brussels Airlines frequent flyer program comprises three (3) levels of membership that are:
- Blue
- Platinum
- Gold.

Commercial Upgrade procedure

A Commercial upgrade allows a Blue member to go from one status membership to a higher one. It has to be considered as a sales tool, which should result in additional potential revenues for Brussels Airlines while in the same time demonstrating our dedication to our passengers.

A nominated b.air person will initiate the upgrade request through the following steps:

GOLD

STEP 1: Upgrade form to be filled with members’ data*
(mileage info, flight activities....)
STEP 2: First approval to be received by Country Manager**
STEP 3: Second Approval to be received by VP Sales of concerned Area
STEP 4: Form signed is to be sent to Privilege Administration:
viviane.degreef@brusselsairline.com

PLATINUM

STEP 1: Upgrade form to be filled with members’ data*
(mileage info, flight activities....)
STEP 2: First approval to be received by the VP Sales of concerned Area**
STEP 3: Second Approval to be received by Managing Director (B. Gustin)
STEP 4: Form signed is to be sent to Privilege Administration:

viviane.degreef@brusselsairlines.com

* To be retrieved in TLS (Travel Loyalty System) which is available at Call centers, Customer relations, Outstations’ ATO and Offices.

**In case the first approval step is not passed, the b.air employee should get back to the privilege member with necessary info justifying the refusal of the upgrade request.

Please refer to attached documents for further details on procedures and request form.
5 Lounge access

As a general rule, lounge access is limited to business passengers traveling in standard business class free of charge. Access is free of charge for Privilege Platinum Access card-holder with one accompanying partner irrespective of the carrier and class of service. Access to other passengers is granted upon payment of a fee of 15€ per passenger. Privilege program passengers are allowed to use their miles as form of payment (3500 miles for one access voucher).

In some circumstances free access to lounge can be granted to some passengers as a commercial gesture. Free access includes all services rendered in a lounge (drinks, snacks, news papers etc). For this purpose, the request form below is to be filled out by the requester, signed for approval by an authorized person. The form will then, be sent by mail or fax to CC team leaders for PNR action.

Special cases: “free catering on board”.

1st Level
In case of Royal family’s travel, an OSI VIP if requested is to be inserted in all PNRs of all passengers traveling together (accompanying passengers) with the royal family. In case the Royal family member request to travel incognito, no VIP treatment is to be provided. An OSI or 5SAVE remark to be added to the PNR.

In case the royal family is traveling in b.light (it happens very often), first choice will be to request up front an upgrade “CUPC” if space available using CUPC procedures as per above**. If not, 2nd choice for the cabin crew will be to offer drinks and snacks to them free of charge using current “COMP” procedures. This favor may be reported by the crew using “FAC” (Flight attendant comments) for cost justification. One drink per person is allowed for flight duration up to 2h29’ plus 1 snack and 2 drinks and 1 snack per passenger as from 2h30 flight duration. Please make sure that the OSI field clearly mentions passenger’s status (Prince, Queen..) and request for free catering.

2nd Level
This procedure applies also valid for former countries’ presidents, first ladies traveling alone, ministers traveling for private purposes.

3rd Level
The procedure is applicable to stars of the “show business”, sports and “Nobel prices winners”.

Procedure:

All requests for free access to lounge are to be sent by mail to a designated authorizer using the form below and will be inserted in the PNR only by a Team Leader of the call center as follows. Any other remarks are to be entered in PNR as per special cases described above.
SSR field
4/OTHS SN * free lounge access in .../APPROVED$ BY “name of authorizer”/“/name agent”/SITE/DATE
4/CKIN SS1 S1 N1 * OK $ TO ISSUE LOUNGE ACCESS VOUCHER FVR Pax
....APPROVED BY “name of authorizer”/“/name agent”/SITE/DATE.
5/SAVE COMOK

OSI field
4 OSI SN 1 VIP 1 ALBERT II/ KING OF BELGIUM/Free catering OK.

Attention: Call center

In case a request for free catering concerns a minimum of 3 passengers, please send an email of notification to: nicolas.debbaut@lsgskychefs.com and geert.vanhulle@lsgskychefs.com

**This also applies in case of free upgrade “CUPC” is requested so that appropriate additional standard b.flex meals are put on board.

For Lounge access, please send by mail of the completed PNR to: lounges@brusselsailines.com and more importantly in case of last minute request, in addition to the mail being sent to Lounge Coordinator, Patrick Van Asche.
6  Special requests

6.1  WHAT

In case passenger/staff member inquire about the possibility to make a special request to order catering for special occasions, such as birthday, wedding, etc...

Following standard items can be ordered for these special occasions and be placed at LSG directly: bottle of champagne, chocolate, individual cake, wedding cake, birthday cake

Special requests are possible b.flex economy + only

6.2  PRICES

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>bottle of cooled champagne 75cl</td>
<td>€36</td>
</tr>
<tr>
<td>ballotin 250grs pralines</td>
<td>€25</td>
</tr>
<tr>
<td>individual cake (birthday cake 1pap)</td>
<td>€16</td>
</tr>
<tr>
<td>wedding cake 2cvts</td>
<td>€22</td>
</tr>
<tr>
<td>birthday cake 2cvts</td>
<td>€22</td>
</tr>
<tr>
<td>+ extra couvert</td>
<td>€3</td>
</tr>
</tbody>
</table>

Prices are the same for internal and external requests as they cover administration + organisation.

6.3  WHEN

Customer Contact Centre (CCC) needs to send request to LSG at least 5 working days in advance.

6.4  REQUEST PROCEDURE

External (passengers) and Internal (colleagues from b.airlines) - but personal

==> requests to be handled at CCC.

Payment to be done with credit card: Miscellaneous Charge Order (MCO) will be issued at back office (BO)

Request to be sent by back office to LSG (see request form), request will show the way how payment was done: MCO/Credit card n° details

Internal (colleagues from b.airlines) - but official

==> requests can be done via CCC as well.

Payment will be done via cost centre or credit card (MCO will be issued at back office).
Commercial Rules / version 7.0/ 09/2009/AK

6.5 REQUEST FORM

Document for ordering the special requests (champagne / honeymoon / birthday cake) is stored under

W:/in-flight product/b.flex economy+/b.airlines/special requests/basic documents
U:/CC Agents/special request

When payment done, special requests can be confirmed to sponsor immediately.

6.6 HOW

Document for ordering these special requests needs to be sent to:

LSG
nicolas.debbaut@lsgskychefs.com
geert.vanhulle@lsgskychefs.com

Marketing In-flight Product
philip.mortier@brusselsairlines.com
johan.duwijn@brusselsairlines.com

Inflight Services
karin.larose@brusselsairlines.com
jean-luc.wierzbinski@brusselsairlines.com
marco.Dejaeck@brusselsairlines.com
patty.rimaux@brusselsairlines.com
ilona.argento@brusselsairlines.com

Customer Contact Center
backoffice.nl(fr/en)@brusselsairlines.com

6.7 ON BOARD

Crew will be notified about the special request
Catering needs to load cooled bottle in polystyrene box with ice cubes together in meal trolley, together with a copy of the above file attached to the box

PNR (example)

5SAVE / "SPECIAL REQUEST" bottle of champagne EUR36 requested to catering dept BRURVSN/initial/dte
5SAVE / CC details + CE (expiry date) + CD (approval code) (psgr request)
5SAVE / costcenter details (internal request, colleagues from b.airlines)

6.8 **QEPPING**

Qep PNR to BO - Q51 for further action

### 7 MCO PROCEDURE (Back-Office)

**WHAT**

MCO will be issued by Back-Office for following payments:

(FOP) is CC or MCO from travel agcy: issue MCO  
FOP is DEBIT: do not issue MCO (CO/DA to be completed on request form only)

**CREATE MCO**

FMFMO # NA TEST/AMRS or NR1 (create MCO on name of person to whom the special request is offered), even if paid by MCO agency

**COMPLETE MCO**

FMI # AI "SPECIAL REQUEST" CHAMPAIGN* O/B SN1234 /dte fvr psgr ......  
# EN NON REF  
# TO SN BRU  
# FA EUR ...  
# CS none

* It's mandatory to add "special request" + requested item + flt nbr + dte + name pap in AI box (for accounting purpose)

**COMPLETE FOP**

FMP # MP CC ...  
or  
FMP # MP MCO (MCO agcy)

**COUPONS**

Audit coupon: For accounting department  
Value coupon: For Stijn Vandermeiren

**CSR**

Make separate CSR in order that accounting is able to trace MCO for further invoicing  
add remark "SPECIAL REQUEST" on CSR

**CONTACT**

Marketing Inflight Product: Philip Mortier – 8742 / Johan Duwijn - 84 84  
Customer Care Center: Back Office: 2353 (INT) - 070/70.79.45 (EXT).