

DXB & JNB FARE FAMILY MATRIX EFF	16-Dec-21
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	Economy Saver (N,O,Q,T,U)	Economy Classic (B,H,K,L,M)	Economy Flexi (Y,W,E,S)	Business Saver (P,A)	Business Flexi (J, C,D)
Hand Baggage Allowance	1 x 10KG	1 x 10KG	1 x 10KG	1 x 10KG	1 x 10KG
Checked Baggage Allowance	2 x 23KG	2 x 23KG	3 x 23KG	2 x 23KG	3 x 23KG
Priority Check-In	NO	NO	YES	YES	YES
Seat Selection	Fee applies	YES	YES	YES	YES
Change date Eligibility	Fee applies	One Free Change	Unlimited Free Changes	One Free Change	Unlimited Free Changes
Smart Upgrade Eligibility	NO	Eligible for upgrade	Eligible for upgrade	NA	NA
Refund Eligibility (Before Depature)	Non Refundable	Refundable at a fee	Refundable without fee	Refundable at a fee	Refundable without fee
Refund Eligibility (After Depature)	Non Refundable	Non Refundable	Non Refundable	Non Refundable	Non Refundable
No Show Penalty	No Show Fee Applies	No Show Fee Applies	Free	No Show Fee Applies	Free
Miles Eligibility	50%	75%	200%	100%	300%
Upgrade fee	75% of lowest J Cabin BF	50% of lowest J Cabin BF	25% of lowest J Cabin BF	N/A	NA

Changes:

Applicable on DXB & JNB routes only

Adjustments on Refund Eligibility (After Departure)

INDIA FARE FAMILY MATRIX EFF	16-Dec-21
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	Economy Saver (N,O,Q,T,U)	Economy Classic (B,H,K,L,M)	Economy Flexi (Y,W,E,S)	Business Saver (P,A)	Business Flexi (J, C,D)
Hand Baggage Allowance	1 x 10KG	1 x 10KG	1 x 10KG	1 x 10KG	1 x 10KG
Checked Baggage Allowance	1 x 30KG	1 x 30KG	2 x 23KG	1 x 40KG	2 x 23KG
Priority Check-In	NO	NO	YES	YES	YES
Seat Selection	Fee applies	YES	YES	YES	YES
Change date Eligibility	Fee applies	One Free Change	Unlimited Free Changes	One Free Change	Unlimited Free Changes
Smart Upgrade Eligibility	NO	Eligible for upgrade	Eligible for upgrade	NA	NA
Refund Eligibility (Before Depature)	Non Refundable	Refundable at a fee	Refundable without fee	Refundable at a fee	Refundable without fee
Refund Eligibility (After Depature)	Non Refundable	Non Refundable	Non Refundable	Non Refundable	Non Refundable
No Show Penalty	75% of lowest J Cabin BF	No Show Fee Applies	Free	No Show Fee Applies	Free
Miles Eligibility	50%	75%	200%	100%	300%
Upgrade fee	75% of lowest J Cabin BF	50% of lowest J Cabin BF	25% of lowest J Cabin BF	N/A	NA

Changes:

Applicable on BOM routes only

FBA for Economy Saver & Economy Classic changed to 1PC/30KG FBA for Business Saver changed to 1PC/40KG

FBA for Economy Flexi & Business Flexi changed to 2PC/23KG Adjustments on Refund Eligibility (After Departure)

NETWORK FARE FAMILY MATRIX EFF	16-Dec-21
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	Economy Saver (N,O,Q,T,U)	Economy Classic (B,H,K,L,M)	Economy Flexi (Y,W,E,S)	Business Saver (P,A)	Business Flexi (J, C,D)
Hand Baggage Allowance	1 x 10KG	1 x 10KG	1 x 10KG	1 x 10KG	1 x 10KG
Checked Baggage Allowance	2 x 23KG	2 x 23KG	3 x 23KG	2 x 23KG	3 x 23KG
Priority Check-In	NO	NO	YES	YES	YES
Seat Selection	Fee applies	YES	YES	YES	YES
Change date Eligibility	Fee applies	One Free Change	Unlimited Free Changes	One Free Change	Unlimited Free Changes
Smart Upgrade Eligibility	NO	Eligible for upgrade	Eligible for upgrade	NA	NA
Refund Eligibility (Before Depature)	Non Refundable	Refundable at a fee	Refundable without fee	Refundable at a fee	Refundable without fee
Refund Eligibility (After Depature)	Non Refundable	Non Refundable	Refundable at a fee	Non Refundable	Refundable at a fee
No Show Penalty	No Show Fee Applies	No Show Fee Applies	Free	No Show Fee Applies	Free
Miles Eligibility	50%	75%	200%	100%	300%
Upgrade fee	75% of lowest J Cabin BF	50% of lowest J Cabin BF	25% of lowest J Cabin BF	N/A	NA

Changes:

FBA for Business Saver changed to 2PCs Adjustments of Miles Eligibility Applicable on all network

Disclaimer; Rules for domestic flights may differ.