



HONGKONG AIRLINES
香港航空

Westjet (WS) RBD / Fare Class Realignment

Westjet(WS) will be loading new RBDs on 16Sep HKG time (or 15Sep YYC time as per WS communication), effective for all new and existing tickets with WS flights date of 20 Sep and later. There will be no change on SPA rates.

WS will cancel the booking with old RBD and add the booking with new RBD automatically into the PNR and require **ONLY TICKET WITH WS PRIME FLIGHTS UNDER 851 TICKETS STOCK TO BE REISSUED.**

When WS sends the Advice of Schedule Change (ASC) message to the GDS to provide the new fare classes, your agent or the original booking sources must reconcile the PNR by removing (cancelling) old or changed segments in the PNR and accepting the new flight details. The WS segments will be automatically updated with the new fare class; tickets will be out of sync with the booking for booked flights departing on/after 20Sept, 2018

Thus it is essential to reissue ticket for HX-851 PNR involve WS flights departing on/after 20Sept, 2018 accordingly or else for tickets that are not reissued may result in failures or issues with check in at the airport. (Booking for non-HX851 ticket stock are not under the scope here and should refer to the ticketing carrier procedures).

Please include SKDCHG WSFCR in the Endorsement Field.

Ticket reissue required for booking with WS prime flights only i.e. WS XXXX flight.

No action should be required when the partner is the marketing carrier and WestJet is the operating carrier i.e. HX*WS.



Below an example of change in flight sectors

Original PNR

1 WS 461 W 07SEP 5 YYCYLW HK1 1215 1217
2 WS 544 W 07SEP 5 YLWYVR HK1 1415 1525

ASC message from WS

1 WS 461 W 07SEP 5 YYCYLW UN1 1215 1217
2 WS 544 W 07SEP 5 YLWYVR HX1 1415 1525
3 WS 544 O 07SEP 5 YYCYVR TK1 1330 1525

Accepting new flight details

1 WS 544 O 07SEP 5 YYCYVR HK1 1330 1525

If passengers choose to accept the new flights, your agent or the original booking sources must reconcile the PNR by removing (cancelling) old or changed segments in the PNR and accepting the new flight details then reissue the ticket. Otherwise may choose to reinstate the booking in NEW EQUIVALENT RBD (FARE CLASS), please book the new RBD which is equivalent to the OLD RBD and refer the below table.

Original PNR

1 WS 461 W 07SEP 5 YYCYLW HK1 1215 1217
2 WS 544 W 07SEP 5 YLWYVR HK1 1415 1525

ASC message from WS

1 WS 461 W 07SEP 5 YYCYLW UN1 1215 1217
2 WS 544 W 07SEP 5 YLWYVR HX1 1415 1525
3 WS 544 O 07SEP 5 YYCYVR TK1 1330 1525

Reinstate original flights (in new class)

1 WS 461 O 07SEP 5 YYCYLW HK1 1215 1217
2 WS 544 O 07SEP 5 YLWYVR HK1 1415 1525

If the new equivalent class of service (RBD/FARE CLASS) is not available, please book the next available RBD.

When booking involve RBD Y, reconcile the PNR by removing (cancelling) old or changed segments in the PNR and accepting the new flight details. **NO TICKET EXCHANGE NEEDED**



ORIGINAL PNR

1 WS 461 Y 07SEP 5 YYCYLW HK1 1215 1217

ASC message from WS

1 WS 461 Y 07SEP 5 YYCYLW TK1 1215 1217

Accepting new flight details

1 WS 461 Y 07SEP 5 YYCYLW HK1 1215 1217

Both HX and WS will update the fare class mapping tables as per below table.

Our Fare Class Map update is:

HX	WS CURRENT	WS NEW Update Table 15SEPT; first EFFECTIVE 20SEPT
C	K	W
D	K	W
J	K	W
Z	K	W
Y	Y	Y
B	Y	Y
H	V	B
K	B	M
L	Q	H
M	L	Q
N	M	N
S	P	S
X	G	X
Q	X	T
T	D	K
V	I	L

It is suggesting to reissue the ticket according to the departure date i.e. to reissue those with closer to the departure first then gradually to reissue all future bookings.



For **ALL NEW BOOKING**, given there might be possible RBD mismatch due to WS RBD realignment against our faresheet effective date in the system as a result of process time and different time zone, please make sure Fares/RBD requirements follow the effective faresheet before ticket issuance. If system return different RBD against the faresheet during RBD realignment process between 15-17Sep (for travel on/after 20Sep), please do not issue ticket but to rebook again later. All PNR changes by WS should complete by 17Sep. If there is urgent case which need to issue ticket while RBD in PNR mismatch with faresheet, please check consult A&P.

Please do not include INVOL when reissue the ticket. As mentioned in my first email, please ensure to include **SKDCHG WSFCR** in the Endorsement Field.

**Hong Kong Airlines (HX) should accept to reissue tickets as booking made and tickets issued on/before 17Sep. 2018 with WS flight depart on or after 20Sep. 2018.
Please reference below waiver guideline for ticket reissuance.

Waiver Guideline

1. Applicable ticket stock

HX 851 ticket stock

2. Eligible situation

- For booking ticketed with WS prime flights &
- For booking made on or before 17Sep,18 with WS flights date of 20Sep,18 and later &
- Due to WS RBD or Fare Class realignment causing UN or cancel WS segment(s) with OLD RBD and TK or newly add WS segment(s) with NEW RBD &
- On the same WS flight(s) date or to reinstate the original same WS flight(s) date

3. Waiver

Rebooking and/or Reissue charges and handling fees will be waived

4. Ticket and reservation requirement

- It is a must to include **SKDCHG WSFCR** in the Endorsement Field
- **Ticket Reissuance must be completed by 05Oct,18**