

Agency Bulletin
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More Options for Our Fare Brands**To: All Travel Agents**

As of December 1, we will be introducing a buy-across from Standard to Flex utilizing the same booking class. This will provide additional price points, giving more options to your customer to select the attributes that will suit their needs.

For Pacific and South America Markets:

the economy cabin fare family will be determined by the last two digits of the Fare Basis Code (FBC) instead of the booking class.

- Fares ending in **BA** will be **Basic fares**
- Fares ending in **TG** will be **Standard fares**
- Fare ending in **FL** will be **Flex fares**
- Fares ending in **LT** will be **Latitude fares**

For example:

- LXXXXX**BA** will be a Basic fare
- LXXXXX**TG** will be a Standard fare
- LXXXXX**FL** will be a Flex fare

For North America markets:

Latitude fares will be determined by the last two digits of the FBC instead of the booking class.

- Fares ending in **LT** will be **Latitude fares**

For example:

- BXXXXX**TG** will be a Standard fare
- BXXXXX**FL** will be a Flex fare
- BXXXXX**LT** will be a Latitude fare

A single booking class will have fares filed in multiple brands. For example, B-class economy fares will have Standard, Flex and Latitude fare levels available on many markets. Please ensure to verify the fare rules for the applicable fare basis code (FBC) as the terms and conditions may differ. Please consult your GDS for more information and find below the table for your reference.

Highlights of Fare attributes for Hong Kong to Canada:

Fare Features	Basic	Standard	Flex	Latitude
Fare Basis Code (FBC)	Booking class ending with -BA	Booking class ending with -TG	Booking class ending with -FL	Booking class ending with -LT
Booking Class	G, K, L, T, S, W	G, K, L, T, S, W V, Q, H, U, M, B	G, K, L, T, S, W V, Q, H, U, M, B	B, Y
Refundability	No Refunds	As per fare rules	As per fare rules	Refundable
Anytime Change	Not applicable	Change fee applies	Change fee applies	Fare difference only
Travel Experience / Loyalty and Rewards	Basic	Standard	Flex	Latitude
Checked Baggage	1 st Free 2 nd CAD100 3 rd CAD225 (tax apply)	1 st Free 2 nd CAD100 3 rd CAD225 (tax apply)	1 st Free 2 nd CAD100 3 rd CAD225 (tax apply)	1 st Free 2 nd Free 3 rd CAD225 (tax apply)
Aeroplan points/ Status Qualifying Miles	25% Aeroplan® points (no SQM)	50%	100%	125%
Advance Seat Selection (fees are per flight segment)	Fee applies CAD30-100	Included	Included	Included
	Treat your passenger to a little more space with our Preferred seats . Free if you're travelling on a Latitude fare (subject to availability).			
Same-day Airport Change	No changes permitted	\$100 CAD	\$100 CAD	Included
Same-day Airport Standby	Not available	Not available	Not available	Included
Priority Check-in and Baggage Handling	Not available	Not available	Not available	Included
Access to Maple Leaf Lounges	Not available	Not available	+ \$50 CAD	+ \$25 CAD
eUpgrades	Not permitted	Permitted	Permitted	Permitted

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