

Contract is valid for tickets issued January 1, 2023 through December 31, 2023

**TOUR CODE = IT8FI1BA3006**

**This is a NET FARE agreement.**

**Agents must be aware of this and add the appropriate markup before quoting.**

**ALWAYS VERIFY – Private Fares may not be the lowest, you should compare Public versus Private before quoting anything.**

**Pricing Formats for each GDS are included at the end of this document.**

#### **TERMS/CONDITIONS/TICKETING INFORMATION:**

1. **FARE CONDITIONS:** This agreement is for individual passengers and is valid for transatlantic travel on Icelandair only. This agreement provides net fares in Saga Premium, Saga Premium Flex & Economy Flex fare families from all FI North American gateways to all FI destinations, including Iceland.
  - a. Additionally, net fares have been filed from offline departure points in the U.S. and Canada, as well as many offline destinations in Scandinavia, the Baltics, Russia, etc.
  - b. Please note these will all auto price and ticket as per the instructions of this Saga Agreement.
  - c. A complete set of rules, routing information, classes to book, etc. can be found in the rules attached to the loaded fares in your GDS.
  - d. Combinations with Domestic/Trans-border/Intra Europe add-ons are not permitted except as specifically provided under separate cover by the airline or as auto prices in the system.
  - e. FI coded flights operated by AY/SK may be booked as part of this agreement. AY/SK coded flights operated by FI cannot be booked and must always be booked as an FI code
2. **TOUR CODE:** **IT8FI1BA3006**  
Tour codes will auto-populate on tickets issued directly from your private fare display
3. **FUEL SURCHARGE/AIRPORT TAXES AND SECURITY CHARGES:**  
Net fares displayed in your GDS system (under fare display) do **not** include the YR fuel surcharge or airport taxes and security charges. Please be aware of this when quoting prices.  
**The fuel surcharge is subject to change at any time.**
4. **ADVANCE BOOKING/PURCHASE RESTRICTIONS:**  
As per the fare rules
5. **MINIMUM / MAXIMUM STAY:**  
As per the fare rules
6. **OPEN JAW ITINERARIES:**  
As per the fare rules
7. **OPEN RETURNS:**  
As per the fare rules

**8. MIXING OF BOOKING CLASSES:**

Only one fare family per direction is permitted

**9. WAITLISTS:**

Waitlists are allowed only when the booking class allows a waitlist. All waitlist bookings are automatically dropped on queue for the Revenue Management Department to review. If you haven't received either an UC or KK response within 72 hours, please contact your account manager. Waitlists in a class that is more than one class lower than what shows available is unlikely to be confirmed. If you attempt to waitlist a flight and receive a message "WL CLOSED", it will not be possible to waitlist that class.

**10. ONE-WAY TRAVEL:**

One-way travel origination in North American permitted on select fare families as per fare display

**11. CHILDREN (CHD):**

As per fare rule. A child is 2 – 11 years old at time of departure. There is no restriction to the number of children traveling per adult fare.

**12. INFANTS (INF):**

As per fare rule. An infant is under two years old at time of departure. If the infant turns two prior to the infant's return, a one-way published child's fare must be purchased. Only one (1) infant is permitted per traveling adult.

**13. UNACCOMPANIED MINORS (UM):**

Unaccompanied Minors are permitted on this agreement. All procedures and service fees apply. Please reference the GDS under FI UM/Unaccompanied Minor sections for details or call Reservations for assistance. The UM would pay the CHD net fare, plus any applicable fees.

**14. CANCELLATION / REFUND CONDITIONS:**

As per the fare rules.

**15. CHANGE CONDITIONS:**

As per the fare rules.

**16. TICKETING TIME LIMIT (TTL):**

As per the fare rules.

**17. TICKETING CONDITIONS:**

Issue FI (108) E-ticket. All tickets on this agreement must be issued as Bulk/IT fares. E-ticketing is available for all FI routes. Please check GDS for applicable connecting carriers and booking procedures for individuals and groups. In the event of a schedule change, only ticketed reservations will be protected.

**18. FARE BASIS:**

Fare basis as displayed by the GDS system.  
Saga Premium Flex fare basis will end with -SA  
Saga Premium fare basis will end with -SB  
Economy Flex fare basis will end with -FL

**19. FARE BOX:**

BT or BULK or as system prints.

**20. TICKET DESIGNATOR:**

Will be /DBA for all NET fares – appended by the GDS

**21. MARKUP:**

Enter up to 25% of the base net fare (not including fuel) as markup. **Any additional markup beyond 25% will be debited the entire amount.** The markup amount must be entered in the commission box.

This will be accepted as a markup on the net. No commission should be deducted from the net. See the end of this document for the GDS entries needed to markup the fare.

**22. ENDORSEMENT BOX:**

As per fare rules.

**23. REPORTING:**

Net fares, airport taxes and charges are payable to Icelandair as per standard ARC/BSP/IATA procedures and documentation.

**24. CREDIT CARD SALES:**

Credit cards are permitted.

**25. SECURE FLIGHT PASSENGER DATA:**

(SFPD) is required prior to departure and must be entered in all records. **The passenger's passport information and date of birth must be entered in the PNR prior to ticketing.**

**26. VOLUNTARY STOPOVER IN ICELAND:**

As per the fare rules.

**27. VOLUNTARY STOPOVER AT FI US, CA & EUROPEAN GATEWAYS:**

As per the fare rules.

**28. ADVERTISING/PROMOTION:**

***Net fares must NOT be advertised or promoted, using the name, logo or other identification of Icelandair.***

**29. NET FARE CHANGES:**

Icelandair reserves the right to establish new fares at any time.

**30. GROUP TRAVEL:**

Group pricing is on request basis only. Group space is subject to availability at the time of booking. To request a group quote contact your account manager or submit a request at <https://www.icelandair.com/vacations/group-booking/> Groups must have a minimum of 15 passengers.

Pricing entries are below, if you have any issues with the formats shown below, please contact your GDS support desk, CCRA can not assist with ticketing functionality:

GDS	Pricing Entries	Markup Entries
AMADEUS	Display: FQDSEAOSL/D22OCT/AFI/R,U	
	Pricing: FXX/R,U	TTK/FUSD1540.00 (this is a 1400.00 fare with a \$140 markup) Amadeus will then automatically calculate the \$140 markup amount from the autopriced net fare and display the markup amount in an FM line in the PNR – FM140.00A
APOLLO	Display: \$DSEAOSL22OCT*FI:P	
	Pricing: \$BB0*PFA	T:\$B*IF100/Z\$100.00 IF (Increase Fare \$100) and claim Z\$100 (commission)
SABRE	Display: FQSEAOSL22OCT20-FI¥PJCB	
	Pricing: WPPJCB	WPPJCB¥PU*100.00¥K100.00¥AFI¥ETR¥RQ PU will raise the fare 100.00 – K100.00 will claim that as commission
WORLDSPAN	Display: 4FSEAOSL22OCTSR-FI	
	Pricing: 4PFSR.SR	4P*FSR/-SP100 (to increase stored fare by \$100) 4PQC (to copy new fare and keep in record) 5-cm\$100.00 (to enter markup amount in commission box) To print bulk format: EZ#FI(pillow)BT

**Agency Support:**

Icelandair Agent Website <http://agents.icelandair.us/login/>

For a description of Icelandair's service categories, or to see which may best fit the needs of your client, go to:

<https://www.icelandair.com/support/on-board/classes-of-service/>

Agencies in need of assistance with any non-commission related issue may contact the Icelandair's Contracted Agency Sales Support at 800-757-7242 Option 1 Extension 318, you must mention CCRA. Commission related questions should be directed to [Air@ccra.com](mailto:Air@ccra.com)

**Agencies utilizing CCRA's 24/7 Call Center:**

You must add the necessary Icelandair contract information to the contract fare profile you have created for CCRA's use. This will allow CCRA Agents to determine if your agency wants this contract utilized when applicable. If you currently do not use any contracted or negotiated rates and would like to utilize this offering from CCRA's Air program, please contact your customer Care representative for assistance in creating the necessary profiles for after-hours utilization.

When bookings are handled by CCRA's 24/7 Call Center Agents the applicable tour code information will be included during the ticketing process. However, CCRA agents will not include the applicable commission information. Agency clients are required to update their IAR the next business day following ticket issuance with the applicable commission data. CCRA will not be liable for claiming of airline commissions.

Should you have any commission questions related to this agreement, please copy and paste your GDS flights segments along with the GDS pricing into an email. Send the email to us at [air@ccra.com](mailto:air@ccra.com) and we will reply to you as quickly as we can.

We are available to assist with commission questions Monday through Friday between 830AM and 530PM ET. Outside of these hours, please use your best judgment when ticketing. We will reply to your email the next business day and adjustments may be made in IAR if necessary.