

Ticketing valid between January 1, 2021 – December 31, 2021

TOUR CODE = USA Point of Sale PPUZ00121

TOUR CODE = CANADA Point of Sale PPCZ00121

Commissions: These commission levels and tour codes are valid on Fiji Airways published fares ticketed in the USA and Canada. Commission is based on DESTINATION even if the Fiji Airways fares break in NAN.

USA POINT OF SALE – PPUZ00121		
Destinations	Commission	Booking Code
For travel from the USA or Canada going TO Australia, New Zealand or the Pacific Islands APW, TBU, VAV, VLI, HIR, CXI, TRW, FUN (except FIJI/ASIA)	12%	J/D/C/Z/I/Y/B/H/L/O/K/W/Q/S/M/V/N/T/R/G
For travel from the USA or Canada going To/From/Within FIJI NAN, SUV, TVU, SVU, KDV, LBS	10%	J/D/C/Z/I
	5%	Y/B/H/L/O/K/W/Q/S/M/V/N/T/R/G
For travel to/from ASIA HKG, SIN, NRT For travel from New Zealand/Australia & Pacific Islands (systemwide)	10%	J/D/C/Z/I
	5%	Y/B/H/L/O/K/W/Q/S/M/V/N/T/R/G

CANADA POINT OF SALE – PPCZ00121		
Destinations	Commission	Booking Code
For travel from Canada or the USA going TO Australia, New Zealand or the Pacific Islands APW, TBU, VAV, VLI, HIR, CXI, TRW, FUN (except FIJI/ASIA)	12%	J/D/C/Z/I/Y/B/H/L/O/K/W/Q/S/M/V/N/T/R/G
For travel from Canada or the USA going To/From/Within FIJI NAN, SUV, TVU, SVU, KDV, LBS	10%	J/D/C/Z/I
	5%	Y/B/H/L/O/K/W/Q/S/M/V/N/T/R/G
For travel to/from ASIA HKG, SIN, NRT For travel from New Zealand/Australia & Pacific Islands (systemwide)	10%	J/D/C/Z/I
	5%	Y/B/H/L/O/K/W/Q/S/M/V/N/T/R/G

Reservations: Fiji Airways reservations must show the passengers names as they appear on their passports and be booked in the applicable booking classes. TSA and passenger contact information (i.e. email address and/or cellphone number) must be shown in the reservation.

Ticketing Instructions:

1. Tickets must be issued on Fiji Airways (260) with the applicable tour code in the Tour Code box. Tour codes must be shown on the tickets to avoid debit memos.
2. Tickets must be issued per the fare rules and no later than **31DEC21**
3. Ticket numbers must be shown in the reservation or the itinerary will be auto-cancelled
4. **ENDORSEMENT BOX: NONEND/NONREF/VALID FJ ONLY/PENALTY APPLIES**
5. Any schedule changes or itinerary changes, tickets must be reissued or the flights will be auto-cancelled
6. **ENDORSEMENT BOX: INVOL REISS RERTE DUE FJ SKCH (show the applicable carrier code)**
7. **Fiji Airways fares are combinable with other Fiji Airways fares. For mixed class/carrier itineraries, show a dollar amount in the commission box. Check combinability as the other carriers fares may have to be ticketed separately.**

Check your GDS for fare rules, applicable carriers, routings and booking classes as they are subject to change.

AA or DL Addons are not valid on through fares to Australia and AA Addons to New Zealand.

USA Addon Carriers:

Book FJ codeshare flights in applicable booking class. FJ codeshare flights are operated by AA & AS.

AA – N, S, V;

AS – R, T, G, K, V;

DL – V, X;

HA – K, Z, L, G, I, N

Canadian Addon Carriers:

AA – N, S;

AC – K, A, L, S;

WS – S, N, Q, H;

AS – R, T, G, K, V;

DL – V, X;

New Zealand Addon Carriers:

NZ – S, L, T;

JQ – I, Z, A, F, E

Australia Addon Carriers:

QF – O, Q, S, V (not valid on Jetstar operated services)

VA – T, V

COMBINATIONS: Fiji Airways fares are combinable with other Fiji Airways fares. For mixed class/carrier itineraries, show a dollar amount in the commission box. Check combinability as the other carriers fares may have to be ticketed separately.

FIJI – No-Show Policy – effective May 15, 2019

- . Passengers should contact their travel agent or Fiji Airways Reservations 1-800-227-4446 to advise they are unable to make the flight due weather delay, flight cancellation, etc.
- . There will be a 7 hour processing delay to rebook flights to avoid losing the fare paid for the NoShow sector.

- If a passenger NoShows on a particular flight, the corresponding flight coupon status will be suspended. Fare will be forfeited for the NoShow sector.
 - All downline segments will be cancelled after the 7 hour processing delay.
 - If a passenger needs to rebook cancelled segments after a NoShow, passenger will be charged the applicable change fee plus the fare difference.
 - This NoShow program will only affect passengers ticketed on Fiji Airways (260).
- If you have questions, please contact our Agent Support Desk at 1-800-227-4446 or tasupport@fijiairways.com.

Agency debit memo:

- Agencies electing to utilize this CCRA/Fiji Airways agreement agree to reconcile all debit memos received from Fiji Airways within thirty (30) days of billing or notification. Any disputes must be dealt with by email. AGENT must provide detailed reasons for the dispute in the box provided and email the ADM number and any supporting documents to DISPUTES@accelya.com

Agencies utilizing CCRA's 24/7 Call Center:

You must add the necessary Fiji Airways 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 Select 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 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.