

NEWS LETTER

27 Feb 2019

Dear Travel Partners,

IMPORTANT INFORMATION FOR TRAVEL AGENTS

CHANGES IN FINNAIR'S BOOKING CLASS STRUCTURE

Finnair is preparing to launch a new travel class, Premium Economy to our offering in 2021. To ensure that we can start selling this new travel class, we need to make technical changes to our booking class structure.

As of 1st of April 2019, four booking classes, P, T, W and R, will be taken out of our inventory to make room for the upcoming Premium Economy bookings.

In practice this means that after this date the above-mentioned booking classes will no longer be available for sale. This includes all fare types; published fares, corporate negotiated fares and private travel agent fares.

Why is Finnair doing this?

Our new Premium Economy travel class will be in operation during spring 2021. As the sales for the new travel compartment start approximately one year in advance, we need to re-accommodate some of our existing booking classes to be used with the new travel compartment and its fares.

By removing booking classes P, T, R and W now, we ensure that there are no overlapping bookings in wrong travel classes once the booking classes are reintroduced back to sales during spring 2020.

This change also enables us to align our booking class structure with our partner airlines, who also have a Premium Economy travel compartment.

How will the corporate discounts be affected?

As P, T, R and W classes will be removed from our offering, the discount percentages of the corresponding booking classes will no longer be available. Finnair inform corporate customers of this change and the corporate discount agreements for all other booking classes will continue to be effective; no renegotiation of agreements will need to take place.

All bookings and/or purchased tickets in booking classes P, T, R and W will remain valid for travel even after the booking classes are removed from sales on the 1st of April 2019.

After this technical change, we will continue to offer similar price points as with the removed booking classes by continuously reviewing the fare levels of other booking classes.

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How does this change affect the Finnair Corporate Programme?

From those countries where such booking classes have been available as part of the Corporate Programme discount scheme, they will be removed effective 1st of April 2019. No further action is needed as there is no change in the agreement or the structure of the program.

Do I need to take action on the existing bookings in P, T, R and W booking classes?

Yes, any existing bookings in these booking classes should be ticketed according to the ticketing time limit or no later than the 31st of March, whichever is earlier. The ticketed bookings which have flights after the 1st of April will remain valid and can be used normally.

As many of our fares in the to be removed booking classes allow changes, after 1st of April 2019 the changes can be made to the next available booking class (if allowed by the fare rule). Also, according to the fare rule, the change fee and the possible difference between the old and the new fare shall be collected as per usual.

How does this affect the usage of online booking tools?

In general, there should not be any major implications for any online booking tools. It is advisable, however, to inform your travel agent/booking engine provider to check that you have not "hardcoded" any search or pricing functions in online booking tools based on the now disappearing booking classes. Any settings made based on Finnair's fare families (Pro, Value, Basic etc.) should work normally as there are other booking classes within those fare families which will remain in place.

The responsibility for checking any online booking tool related changes remains at the travel agent/online booking tool provider. Finnair is happy to assist in any questions to ensure a smooth transition.

Are there any other changes made?

No, all the other booking classes with corresponding fares and branded fare family names will remain.

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