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(Drukair Corporation Limited)

PART A – Fare Sheet

Sl.no	Clause	Fare Rules
1	Name Change	<i>Business Class</i> 1 day & more– Permitted (Provided the same flight & date)
		<i>Economy Class</i> <ul style="list-style-type: none"> • <i>International Sector</i> 4 & more days – Permitted with a payment of USD 50 • <i>Local Sector</i> 4 & more days – USD 20 for local airfare paying passengers & USD 50 for other airfare paying passengers
		<i>Group Inclusive Tours (GIT)</i> Permitted for maximum 10% of passengers, 10% to be rounded off to the nearest decimal
		<i>Advance Block Purchase (ABP)</i> Not Permitted
2	Date Change	<i>Business Class</i> <ul style="list-style-type: none"> • 2 days & above – No charges applicable • 1 day or less – USD 20 applicable
		<i>Economy Class</i> <ul style="list-style-type: none"> • 4 days & above – No charges applicable • 3 days or less – USD 20 applicable
		<i>Group Inclusive Tours (GIT)</i> <ul style="list-style-type: none"> • One (1) date change permitted latest D-30 for the whole group without charge <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Permitted for a maximum of 10% (10% shall be rounded off to the nearest decimal) of the group latest D-30 with a date change fee of USD 20/- (twenty) and applicable airfare difference per passenger after which no further changes are permitted. The policy applies to a group size minimum of ten (10) passengers.



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		<p>Advance Block Purchase (ABP)</p> <ul style="list-style-type: none"> • One (1) date change permitted latest D-30 for ABP for the whole group without charge. • No date changes are permitted within 30 days of departure. • No further changes permitted after ticket has been issued
3	Sector & Route Change	<p>Business Class & Economy Class</p> <p>Permitted as per the following conditions:</p> <ul style="list-style-type: none"> • One (1) day and above from the departure date if done at the sales counter. • Subject to seat availability, on the day of travel, at the airport • If new airfare exceeds the original airfare, the airfare difference is payable when ticket is re-issued. • If new airfare is less than original airfare, then airfare difference shall be forfeited. • If changes with penalty is involved, no further changes allowed. • No refund permitted.
		<p>Group Inclusive Tours (GIT)</p> <p>Permitted latest D-30 for Group Inclusive Tours (GIT) as per the following conditions:</p> <ul style="list-style-type: none"> • Subject to seat availability • No further changes permitted • If new airfare exceeds the original airfare, the airfare difference is payable when ticket is re-issued • If new airfare is less than original airfare, then airfare difference not refunded
		<p>Advance Block Purchase (ABP)</p> <p>Permitted latest D-30 for Advance Block Purchase (ABP) as per the following conditions:</p> <ul style="list-style-type: none"> • Subject to seat availability. • No further changes permitted.
4	No Show	<p>Business Class</p> <p><i>International Sectors</i></p> <ul style="list-style-type: none"> • USD 50 applicable <p><i>Domestic Sectors</i></p> <ul style="list-style-type: none"> • 20 USD applicable (Local Airfares) • USD 50 applicable (Other Airfares)



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		<p>Economy Class</p> <p><i>International Sectors</i></p> <ul style="list-style-type: none"> • USD 50 applicable <p><i>Domestic Sectors</i></p> <ul style="list-style-type: none"> • 20 USD applicable (Local Airfare) • USD 50 applicable (Other Airfares)
5	<p>Date Change Gate No Show (No show at boarding gate)</p>	<p>Business Class</p> <p>Date change permitted upon payment of 50% of the applicable airfare on the Gate No Show leg:</p> <ul style="list-style-type: none"> • For One way: 50% of the One-way airfare • For Round Trip: 50% of half the Round-trip airfare <p>Gate No Show charges to be shown as penalty</p>
		<p>Economy Class</p> <p>Ticket cancelled. No date change or refund permitted</p>
6	<p>Refund</p>	<p>Business Class</p> <ul style="list-style-type: none"> • 30 days & more – 90% refund applicable • 10 – 29 days 75% refund applicable • 2 to 9 Days – 50% refund applicable • 1 day or less – No refund applicable (Date change applicable) • No show – Only taxes refundable • Gate no show – Ticket cancelled, only taxes refundable
		<p>Economy Class</p> <ul style="list-style-type: none"> • 30 days & more – 90% refund applicable • 10 to 29 Days – 75% refund applicable • 4 to 9 days 50% refund applicable • 3 days or less – No refund applicable • No show – Only taxes refundable • Gate no show – Ticket cancelled, only taxes refundable
		<p>Group Inclusive Tours (GIT)</p> <p>Not Permitted</p>
		<p>Advance Block Purchase (ABP)</p> <p>Not Permitted</p>
7	<p>Refund (Infant)</p>	<p>Business Class</p> <p>Full refund permitted</p>
		<p>Economy Class</p> <p>Full refund permitted</p>



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8	Refund (Re-route)	<i>Business Class</i> Voluntary Re-route – No refund permitted Involuntary Re-route – Full refund permitted
		<i>Economy Class</i> Voluntary Re-route – No refund permitted Involuntary Re-route – Full refund permitted
9	Ticket Validity	<i>Business Class</i> One Year from the first date of travel
		<i>Economy Class</i> One Year from the first date of travel
		<i>Group Inclusive Tours (GIT)</i> One Year from the first date of travel
		<i>Advance Block Purchase (ABP)</i> Valid till the departure date only

Note: The ticket must be valid to be eligible for a refund.



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Discount

Sl.no	Clause	Fare Rules
1	Age (Below 2 years)	Seat occupied (50% Discount applicable) No seat occupied (90% Discount applicable)
2	Child (2 – 12 Years)	33% Discount applicable
3	GIT Discount	Conditions: <ul style="list-style-type: none">• Minimum group size should be ten (10) to avail the GIT discount. If the group size reduces below ten (10) passengers, the entire discount shall be recalled.• GIT discount will be applicable on all sectors and for all RBDs.• Infant will not be included when determining group size.• Two (2) children paying 67% of the adult airfare will be counted as one (1) full airfare paying passenger for the purpose of determining group size.• After determining the group size, GIT discount will be applied on the full airfare paying passengers only. For children it shall be ticketed on respective discounted airfares only.• Commission will be calculated based on the discounted face value of the ticket.



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Part B – Special Service Requirement (SSR)

Sl.no	SSR Type	A/C	Limit	Charge	Conditions of Acceptance
1	Animal in Hold	ATR	1 (One animal is limited per cage dog/cat only).	Separately charged at normal excess baggage rates.	<p>Pet owners are responsible for providing a cage or an appropriate container for their pet(s).</p> <p>ATR - Dimension of cage 80x45x65 cm. Total weight of animal including cage not exceeding 20 kg.</p> <p>A319 /A320 - Dimension of cage 100x60x75 cm. Total weight of animal including cage not exceeding 60 kg.</p> <p>Reserve 24 hours in advance prior to departure date.</p> <p>Dogs and cats are the only types of pets accepted for travel on our flights.</p> <p>Pet must be at least 8 weeks old.</p> <p>Pregnant, injured, ill or smelly pets are not permitted.</p> <p>On the departure date, the on-duty Supervisor maintains the right to refuse acceptance of any animal that smells unpleasant, exhibits aggressive or disturbing behavior or is in poor health e.g., leprosy.</p> <p>Pet owners must accept all risks of injury, sickness or death of their pets during the transportation. Pets are required to have valid health certificate, proof of current rabies vaccination and export license.</p> <p>Pet's owners are responsible for obtaining entry permits including other documents required by the country of entry or transit for their pets.</p> <p><i>Note: The aircrafts operated by Drukair is not equipped with ventilation and the cargo hold does not have temperature control system. Carriage of Live Animals on Drukair flight will be subject to passenger indemnifying the airline.</i></p>
		A319 /A320	2 (One animal is limited per cage dog/cat only).		



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Sl.no	SSR Type	A/C	Limit	Charge	Conditions of Acceptance
2	BIKE (Carriage of Bicycle)	ATR	1	If in excess of normal checked baggage, excess baggage rate applies.	Dimension: - ATR 50x100x50 cm. - A319 145x160x110 cm. - A320 145x 160 x110 cm. Bicycle must be collapsible and suitably packed. The tire must be deflated.
		A319 /A320	3		
3	Fragile Baggage	All type		The higher of: Either: The applicable excess baggage charges for the fragile or bulky items. OR Number of additional seats occupied by weight, at max. 75kg per seat, charged at 75% (seventy-five percent) of the full adult, one-way fare applicable to the accompanying passenger. OR Number of additional seats occupied by volume, charged at 75% (seventy-five percent) of the full adult, one-way fare applicable to the accompanying passenger.	Permitted to occupy additional seats in cabin subject to seat availability. Not included in free baggage allowance. Additional seats required must be purchased as per FIT terms. Max. Weight per item: 50kg. Max. Weight per seat occupied: 75kg. Volume of each item must be within the seat's allowable limits.



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Sl.no	SSR Type	A/C	Limit	Charge	Conditions of Acceptance
4	High lift Car Service	ATR	Not acceptable	Station specific charges.	Reserve and inform the station of origin 24 hours in advance prior to departure date. One attendant per patient. Subject to availability of the service at respective station. Payment of the service at the time of reservation.
		A319 /A320	Acceptable	(Contact Drukair's nearest Office or our toll-free number)	
5	Stretcher	ATR	1	Six applicable adult fares per patient. Additional applicable fare(s) for attendant(s).	Seat allocation ATR: 6 (six) seats per patient (excluding attendants). Reserve 24 hours in advance prior to departure date. MEDIF form must be provided. Accepted in Economy class only. Attendants: At least 1 (one) per patient. Subject to availability of seats. Seat allocation A319/A320: 9 (nine) seats per patient (excluding attendants).
		A319 /A320	1	Applicable baggage allowance permitted. Additional blankets, pillows, etc. for patient permitted at no charge.	



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Sl.no	SSR Type	A/C	Limit	Charge	Conditions of Acceptance
6	Musical Instrument (Checked Baggage or Carry-on item)	All type		If in excess of normal checked Baggage / carry-on baggage allowance, excess baggage rates apply.	<p>If carriage as a checked baggage.</p> <p>-The musical instrument must be kept in suitable packed, size as following (compartment size of its aircraft type);</p> <p>-Maximum dimension of package: 50x100x50 cm for ATR. 145x160x110 cm for A319.</p> <p>If carriage as unchecked baggage is acceptable on each type of aircraft by placing in the closed overhead rack, size as following;</p> <p>- ATR = Maximum dimension 7.5 x 13.5 x 6 inches -A319 = Maximum dimension 7.5 x 13.5 x 6 inches.</p>
7	Oxygen Service	ATR	As per IATA Dangerous Goods Regulations requirement	<p>USD 20 per cylinder</p> <p>Oxygen mask provided for USD 100</p>	<p>Reserve 24 hours in advance prior to departure date.</p> <p>Passenger will be assigned a seat, not in a row with, behind or forward of an emergency window exit.</p> <p>Passenger has to present a written statement from his/her physician certifying the need for in-flight oxygen service, the maximum usage per hour and the oxygen flow rate per minute.</p> <p>KB is unable to use aircraft emergency oxygen for medical needs.</p> <p>All of the provided oxygen equipment is for in- flight use only, not for use at airport locations. Passengers need to make their own arrangements if oxygen is required when not in the aircraft.</p>



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Sl.no	SSR Type	A/C	Limit	Charge	Conditions of Acceptance
8	Sport Equipment Golf Set	All type		Included in the checked baggage allowance and any overweight resulting from such inclusion shall be assessed at the normal excess baggage rate or whichever is less.	1 golf set (1 golf bag including 1 pair of golf shoes) per passenger. Accepted as checked baggage only.
9	Unaccompanied Minor	ATR	2	Station specific charges	A child travelling alone aged below 16 years on the date of departure. Accompanied to the airport of departure by a parent or guardian who remains with child until embarkation.
		A319 /A320	4	(Contact Drukair's nearest Office or our toll-free number)	Meet upon arrival at the airport of destination by a parent or guardian. Parent or guardian must present ID or evidence to pick up UM on arrival.



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Sl.no	SSR Type	A/C	Limit	Charge	Conditions of Acceptance
10	Wheelchair Manually OR Wheelchair dry cell battery Passenger's wheelchair to be loaded board	ATR	2	Station specific charges	WCMP (Wheelchair Manually Powered) & Wheelchair with battery will be accepted. Wheelchair must be collapsible. Wheelchair weight not over 80 kg.
		A319 /A320	4	(Contact Drukair's nearest Office or our toll-free number)	