



Domestic/International Market Fares for Sales both inside and outside Tanzania

Currency: Tanzania Shillings(TZS)/US Dollar (USD)

Penalties-Changes/Cancel

Rules Number:-TZ21/TZ22/TZ23/TZ24/TZ25/TZ10/0001/KM10

Effective Date: 08 FEB 2016 – OPEN

Penalties-Changes/Cancel

CHANGE OF RESERVATION/REISSUE

- A) **Promotion fares in G/V/R/N Classes: - Each change** pay fee of TZS 50000/USD50 plus service fee of TZS 10000/USD 10 for ticket Reissue.
- B) **E/T/Q/L/H/K/U Classes: - Each change** pay fee of TZS 30000/USD 25.00 plus service fee of TZS10000/USD10 for ticket Reissue.
- C) **M/B/Y/I/C/J Classes: - All changes for Ticket Reissue are Free.**
- D) **Promotional fares in s class:** Non changeable and non reroutable

For any change made Before Departure the Fares shall be recalculated in accordance with the Fares in effect on the date on which the change is made.

REROUTING PERMITTED ON PW SERVICE you will pay Fare Difference and applicable Taxes and Reservation Change fees.

NO SHOW

-Pay TZS 60000/USD 45.00 for Domestic Travel

-Pay USD 100.00 for International Travel

When changes are requested After Departure of the Originally Scheduled Flight. For changes requested 12hours before departure no fee will not be charged. Infant not occupying a seat no charge.

REFUND

BEFORE DEPARTURE-(i) Less **TZS 40000/USD 35.00** for Unutilized Ticket for Domestic Travel.

(ii) Less **USD 100.00** for Unutilized Ticket for International Travel

AFTER DEPARTURE- (i) For Partially Utilized Ticket less One-Way applicable fare and Penalty of TZS 65000/USD 60.00 for Domestic Travel.

(ii) E/T/Q classes ticket Non-Refunded for International Travel.

(iii) L/H/K/U/M/B/Y/I/C/J Classes less USD 100.00 for International Travel

PARTIALLY UTILIZED ONE-WAY – Non Refundable.

Refund is not permitted on unutilized Flight Coupons used out of sequence.

Waiver for Death of Passenger or Family Member, Waivers must be evidenced by Death Certificate.

Note: - Promotion Fares in S/G/V/R/N Classes for Domestic Travel and International Travel Ticket is Non-Refundable Before/After departure.

Seat selection, sms fees and prepaid extra baggage is NON-REFUNDABLE

REGARDLESS OF ANY CIRCUMSTANCES/MEDICAL/ILLNESS/AND DEATH OF PAX OR FAMILY MEMBER

YQ/YR CHARGES REFUND

BEFORE DEPARTURE- Full Refund

AFTER DEPARTURE- Less the used Portion **YQ/YR**.

YQ/YR is Non-Refundable After Departure if the applicable One-Way Fare with equal/Higher RBD is higher than the Fare used.

WHEN COMBINING A REFUNDABLE FARE WITH A NON-REFUNDABLE FARE: - The rules of the most restrictive fare will apply.

CHARGES APPLY PER TICKET/PER PERSON FOR ADULT/CHILD AND INFANT WITH A SEAT.
INFANT WITHOUT A SEAT NO CHARGE.

*******END*******