

Handling a go-show passenger's ticket

1. Go-show passenger: Passenger holding a ticket with no reservation, or having confirmed on one flight requests to board another flight on the same segment. Such flight is under stopped-booking status and passenger is accepted if space available at check-in closure time.
2. Passenger is accepted for go-show only if:
 - Flight coupon must be in "OK" status;
 - The ticket is within validity of transportation (the period of time between NVB and NVA);
 - The ticket must be used in sequence;
 - The booking class base amount of International Difference or Domestic Difference is collected.
3. The booking class base amount difference: Refer to principles regulated in Article 2 – Annex 3.
4. Ticket handling
 - Reissue ticket:
 - + At the time passenger is accepted, the flight being under stop-booking status, therefore, the status of go-show sector is "DS", and the appropriate coupon status on VCR is "RQ".
 - + The booking class base amount of International Difference or Domestic Difference is shown as a Q in "FARE CALC" box right after go-show segment (as regulated in section 8.3)
 - + Show "U/G FR class TO class ON sector", ex. "U/G FR N TO B ON HANSIN" in the "ENDORSEMENTS/RESTRICTIONS BOX".
 - + Show baggage allowance relevant to new class of service (if any).
 - + Other information of the original ticket must be transferred to new ticket.
 - Note: For the ticket including LH segments, use MCO/EMD to collect booking class base amount difference and go-show fee.
 - For the booking classes which allow go-show and do not cause International Difference or Domestic Difference regulated in section 2 – Annex 3: It is permitted for passenger to go-show, reissue ticket is not required.
 - The appropriate unused reservation must be cancelled;
 - In case of lacking of time or technical reason, issue an MCO/EMD to collect the booking class base amount difference and go-show fee.

Passengers buy new tickets or go-show when the flight is stopped booking

1. For passengers who buys a new ticket at the airport

- a. For international sectors:
 - Business class: apply fare of J-class
 - Premium Economy class: apply fare of W-class
 - Economy class: apply fare of Y-class
- b. For Vietnam domestic sectors:
 - Business class:
 - + In high season: apply fare of JH-class
 - + In low season or non-season: apply fare of J-class.
 - Economy class:
 - + In high season: apply fare of MH-class
 - + In low season or no season applied: apply fare of M-class.
- c. Ticket issuance:
 - At the time of ticket issuance, the flight being under stop-booking status, therefore, the status of the ticket is “DS”, and the appropriate coupon status on VCR is “RQ”.

2. For go-show passengers

- a. Commercial passengers
 - International Difference or Domestic Difference is collected per sector. No-show fee and/or rebook fee (if any) is not collected in this case.
 - Ticket handling is required to follow regulation in the Section d – Annex 2
 - Go-show regulation is waived in case of passenger protection due to irregularities mentioned in Chapters 6.1 and 6.2, or to comply with request of the authorities, or in case passenger has confirmed ticket but has no name record on the ticketed flight due to system’s error.
 - For international-international connecting flights: go-show is permitted only if all flights accept go-show and seats are confirmed for all onward flights.
 - For international sectors
 - + Booking classes J, W, Y: Go-show is permitted without collecting International Difference if passenger go-show on the same class of service.
 - + Booking classes T, A, G, E, P: Go-show is not permitted.
 - + For other booking classes including C, D, I, Z, U, B, M, S, H, K, L, Q, N, R: Go-show is permitted with collecting International Difference.

- ✓ International Difference: The difference between the Base amounts of the booking class on ticket and J (Business class) or W (Premium Economy class) or Y (Economy class) as regulated in Annex 4.

- For Vietnam domestic sectors

Season Booking class	High season	Low season or non-season.
J, Y, B	JH-, Y-, B-: permitted without collecting Domestic Difference if go-show on the same class of service	
	J-: permitted, Domestic Difference applied	JH-/J-: permitted without collecting Domestic Difference if go-show on the same class of service
M	MH-: permitted without collecting Domestic Difference if go-show on the same class of service	MH-/M-: permitted without collecting Domestic Difference if go-show on the same class of service
	M-: permitted, Domestic Difference applied	
C, D, I, S, K, L, Q, N, R, T	Permitted, Domestic Difference applied	
A, G, E, P	Not permitted	

High/low season: Refer to Domestic General Rule of Vietnam.

+ Domestic Difference:

- ✓ For tickets sold in Vietnam and on Vietnam Airlines' website with itinerary wholly within Vietnam:
 - Domestic Difference: Apply the fare difference between the booking class of the ticket and JH-/MH- class (high season) or the fare difference between J-/M- class (low season or non-season).
- ✓ For (i) tickets sold outside Vietnam with itinerary wholly within Vietnam; (ii) tickets with combination of domestic-international sectors and vice versa: apply the difference between the Base amounts of the booking class on ticket and J (Business class) or Y (Economy class) as regulated in Annex 4.

+ Note: Go-show does not apply on VN4000-VN4999 and VN8000-VN8999

b. Non-commercial passengers

- Lotusmiles award tickets (booking class O, U, X; fare basis –SM/–SM–): Permitted to go-show without collecting International/Domestic Difference in low season; Not permitted in high season (referred to Lotusmiles Redemption Table).

Exception: Go-show regulation is waived in case of passenger protection due to irregularities mentioned in Chapters 6.1 and 6.2, or to comply with request of the authorities, or in case passenger has confirmed ticket but has no name record on the ticketed flight due to system's error.

- Promotion/Sponsor tickets, Agent Award/Discount tickets, Industry Discount tickets, SkyTeam Staff travel (booking class D, I, Z, U, Q, E, V; fare basis –AD/–ID/–IDM/–IDZ–): Permitted without collecting International/Domestic Difference

- Award ticket for Corporate Account programs (CA); Low budget tickets; Charter flight tickets (booking class I, U, G, E, P; fare basis –CA/–B/–CH–): Not permitted.

Exception: Go-show regulation is waived in case of passenger protection due to irregularities mentioned in Chapters 6.1 and 6.2, or to comply with request of the authorities, or in case passenger has confirmed ticket but has no name record on the ticketed flight due to system's error.

Examples

- Example 1:

Go-show passenger holding VN ticket with L-class on SGN-FRA requests to upgrade to Premium Economy class. Collected amount is:

$$+ \text{ International Difference: } 1040 - 490 = 550(\text{USD})$$

In which, 1040USD is base amount of W-class (Premium Economy) and 490USD is base amount of L-class on SGN-FRA, as regulated in Section 10.10.4.

→ Go-show is permitted with the collection: 550 (USD)

- Example 2:

Passenger holding VN ticket with N-class on HAN-SGN requests to go-show. The ticket was sold outside Vietnam. Collected amount is:

$$+ \text{ Domestic Difference } 220 - 65 = 155(\text{USD})$$

In which, 220USD is base amount of Y-class and 65USD is base amount of N-class on HAN-SGN, as regulated in Section 10.10.4.

→ Go-show is permitted with the collection: $155 + 20 = 175(\text{USD})$

- Example 3:

Passenger holding VN ticket SGN-B-x/HAN-T-PAR requests to go-show on both sectors SGN-HAN and HAN-PAR in the same class of service as shown in the ticket. Collected amount is:

- + On SGN-HAN: B-class permitted without collecting Domestic Difference.

- + On HAN-PAR: T- class is not permitted to go-show

- Go-show is permitted on SGN-HAN only without collecting Domestic Difference and the connecting time at HAN must be within 24 hours.

- Example 4:

Passenger holding VN ticket SGN-B-x/HAN-E-PAR with non-rebook restriction requests to go-show on SGN-HAN.

- Go-show is permitted on SGN-HAN only without collecting Domestic Difference and the connecting time at HAN must be within 24 hours.

- Example 5:

Passenger holding VN ticket SEL-L-x/HAN-R-SIN requests to go-show on both sectors SEL-HAN and HAN-SIN.

On SEL-HAN:

- + International Difference (Y – L) is $400 - 245 = 155(\text{USD})$.

On HAN-SIN:

- + International Difference (Y – R) is $285 - 130 = 155(\text{USD})$.

- Go-show is permitted with the collection: $155 + 155 = 310(\text{USD})$.

- Example 6:

Passenger holds VN ticket with Q-class on TPE-HAN. The passenger requests to go-show and upgrade to Business class. Collected amount is:

- + International Difference (J – Q) is $415 - 125 = 290(\text{USD})$.

- Go-show is permitted with the collection 290(USD)

Passengers buy new tickets or go-show when the flight is stopped booking

a. International sectors

Currency: USD

Hạng đặt chỗ Chặng bay v.v.	J	C	D	I	W	Z	U	Y	B	M	S	H	K	L	Q	N	R	T	A	E	P	G
HAN/SGN-PAR	2620	2120	1620	1100	1040	960	900	860	800	730	650	620	580	550	490	420	370	280	105	65	35	5
HAN/SGN-FRA	2050	1700	1400	1090	1040	990	940	890	760	680	600	570	530	490	440	390	370	260	105	65	35	5
HAN/SGN-LON	1955	1605	1305	1190	1140	1080	1020	970	910	830	750	685	620	580	490	420	350	250	105	65	35	5
HAN/SGN- SYD/MEL	1640	1240	965	890	830	815	805	795	750	705	660	635	600	575	530	445	400	240	105	65	35	5
HAN/SGN-x/TPE- LAX/SFO/YVR TPE-LAX/SFO/YVR	Không áp dụng							750	700	650	610	570	530	490	450	410	370	150	90	55	25	5
HAN/SGN/CXR-MOW	1280	1030	900	830	Không áp dụng			790	680	580	480	450	430	400	350	300	250	210	105	65	35	5
HAN/SGN/DAD- TYO/OSA/FUK/NGO	1850	1750	1450	1320	1300	1250	1220	1100	1000	950	850	430	400	370	280	230	200	170	140	110	90	30
HAN/SGN/DAD- SEL/PUS	600	540	490	450	Không áp dụng			400	370	340	315	290	265	245	220	205	180	120	70	40	15	5
HAN/SGN-TPE/KHH	415	335	290	280				265	230	210	190	180	160	145	125	105	85	60	40	20	10	1
HAN/SGN-SHA	550	430	375	355				345	310	275	240	220	210	195	170	145	120	95	40	15	10	5
HAN/SGN-PEK	555	450	385	365				355	320	275	230	210	200	185	156	138	120	105	50	20	10	5
HAN-CTU	380	325	275	265				255	230	200	170	150	140	125	100	80	65	55	30	15	10	5
DAD-HGH/CAN	345	300	265	230				220	185	160	145	130	120	105	90	75	60	50	30	15	10	5
HAN/SGN-CAN	430	370	305	285				275	255	225	195	180	170	165	130	110	90	70	30	15	10	5
HAN-HKG	450	410	380	350				290	265	240	220	195	170	150	125	105	80	60	40	25	15	5
SGN-HKG	450	410	380	350				290	265	240	220	195	170	150	125	105	80	60	40	25	15	5
HAN-SIN	440	400	360	320				285	265	245	225	210	200	180	165	150	130	95	55	35	15	5
HAN-KUL	440	400	360	320				285	265	240	210	195	180	160	145	126	110	70	40	25	15	5
HAN/SGN-RGN	400	350	340	330				300	275	250	225	210	200	180	160	140	115	75	45	25	15	5
HAN/SGN-BKK	340	320	295	275				240	230	205	180	170	160	140	110	85	75	65	45	25	15	5
DAD-BKK	310	305	280	260				230	230	205	190	175	165	145	115	85	65	55	35	25	15	5
SGN-CGK	530	490	420	380				350	320	290	270	255	240	220	200	180	150	120	65	35	15	5
SGN-SIN	400	360	320	300				265	245	225	210	200	190	170	150	130	115	90	55	35	15	5
SGN-KUL	355	335	315	295				255	230	210	190	180	170	150	135	120	105	75	45	25	11	1
HAN-REP/PNH	360	330	300	275				240	220	200	185	180	170	150	130	120	110	95	70	40	20	5
HAN-VTE/LPQ	320	285	255	235				200	180	165	150	140	125	115	95	80	70	60	50	30	15	5
SGN/PNH-VTE VII-VTE REP-LPQ	325	290	265	245				205	180	165	150	145	130	120	105	90	80	70	50	30	15	5
SGN-REP/PNH	325	290	265	245	205	180	165	150	145	130	120	105	90	80	70	50	30	15	5			
DAD-REP	325	290	265	245	205	180	165	150	145	130	120	105	90	80	70	50	30	15	5			

b. Domestic sectors

Currency: USD

Booking class Sector v.v.	J	C	D	I	W	Z	U	Y	B	M	S	H	K	L	Q	N	R	T	E	A	G	P
	HAN-BMV/DLI/CXR/SGN HAN-PQC/PXU/TBB/UIH/VCA SGN- HPH/THD/VII/VDH	420	380	340	NA				220	200	180	160	140	120	100	80	65	55	45	40	35	30
HAN/SGN-DAD/HUI/VCL	270	240	210	170					155	140	125	105	90	80	65	55	45	35	25	20	15	10
HAN-DIN/VDH/VII DAD- BMV/CXR/DLI/HPH DAD-PXU/VII SGN-BMV/CAH/CXR/DLI SGN-PQC/PXU/TBB/VCS SGN-VKG/UIH PQC-VKG/VCA	240	210	180	120					110	100	90	80	70	60	55	50	45	35	25	20	15	10