
Changes in rebooking and refund rules for Air Astana fares

August 1, 2015



For tickets issued on/after August 1, 2015

1. The following **rebooking/revalidation** fines are applied:

- **For domestic fares** - % fine (if applicable) is calculated from each changed fare component according to the rules set for this component, and then the fines are **added up**.
- For two or more **pricing units** % fine (if applicable) is calculated from each changed component in each pricing unit according to the rules set for this component, and then the fines are **added up**.
- **For international fares** - the fine is applied for each changed fare component according to the rules set for the component liable to change.
- For two or more **pricing units** the fine is applied for each changed component in each pricing unit according to the rules set for the component liable to change.

2. The following rules for ticket **refund** fines are applied:

- **For domestic fares** - % fine (if applicable) is calculated from each fare component according to the rules set for this component, independent of whether the fare component was used or not, and then the fines are **added up**.
- For two or more **pricing units** % fine (if applicable) is calculated from each fare component in each pricing unit according to the rules set for this component, independent of whether the fare component was used or not, and then the fines are **added up**.
- **For international fares** - the fine is applied for each fare component according to the rules set for this component independent of whether the fare component was used or not.
- For end-on-end combination the fine is applied for each fare component in each pricing unit according to the rules set for the component, independent of whether the fare component was used or not.

In case refundable and non-refundable fares are combined in one ticket:

- **fully unused ticket is refunded** with the deduction of non-refundable fare component and the fines determined for each fare component.

- **partially used ticket is refunded** with the deduction of OW fare for used segment of the same class, or of the higher class if there is no OW fare of the same class, and the fines determined for each fare component.



In order to reduce the time for fine calculation in case of **ticket rebooking, revalidation or refund**, as well as to avoid mistakes and penalties, it is strongly recommended to use ATC.

In cases when for some reason ATC does not provide automated calculation, kindly check PENALTIES in the fare rules.