

Reconfirmation process for Brussels Airlines

Brussels Airlines is pleased to release the flight schedule for the period 25 OCT 2020 till 27 MAR 2021. In order to ensure that the effect for our passengers is limited to the minimum, you can find hereby the detailed processes and guidelines. The schedule changes will be activated on 29/30 SEP 2020.

There are 3 types of changes:

1. Change of time (departure time or arrival time)
2. Flight cancellation (booking has been cancelled, no rebooking has been done)
3. Schedule change (flight is cancelled, but passengers are rebooked on another flight same day or another day)

1. Change in the departure or arrival time:

Distribution channel	If PNR <u>contains a valid e-mail</u> address in SSR CTCE:	If PNR <u>does not contain</u> any valid e-mail address in SSR CTCE
Amadeus	<ol style="list-style-type: none"> 1. Passenger will be notified via e-mail 2. PNR is queued to the travel agency 3. No reaction is required from passenger <p><u>Exception (for connecting flights):</u> If time change creates a broken itinerary, e-mail will be sent to passenger to contact the travel agency for rebooking.</p>	<ol style="list-style-type: none"> 1. No notification is sent out to passenger 2. PNR is queued to the travel agency 3. The travel agent is expected to contact and inform the passenger.
Travelport, Sabre, Farelogix, ...	<ol style="list-style-type: none"> 1. No notification is sent out to passenger 2. PNR is queued to the travel agency 	<ol style="list-style-type: none"> 1. No notification is sent out to passenger 2. PNR is queued to the travel agency

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2. Flight cancellation (booking has been cancelled and no rebooking done)

Distribution channel	If PNR <u>contains a valid e-mail address</u> in SSR CTCE:	If PNR <u>does not contain any valid e-mail address</u> in SSR CTCE:
Amadeus, Travelport, Sabre, Farelogix, ...	<ol style="list-style-type: none"> SSR OTHS is added : SCHED CHNG NOTIF SENT TO SSR CTCE CONTACT Passenger will be notified via e-mail and will be requested to contact his/her travel agency PNR is queued to the travel agency 	<ol style="list-style-type: none"> No notification is sent out to passenger SSR OTHS is added : NO SCHED CHNG NOTIF SENT - NO VALID EMAIL ADDRESS FOUND PNR is queued to the travel agency

3. Schedule change (flight is cancelled and passengers have been rebooked on another flight)

Distribution channel	If PNR <u>contains a valid e-mail address</u> in SSR CTCE:		
Amadeus, Travelport, Sabre, Farelogix, ...	<ol style="list-style-type: none"> Three SSRs OTHS are added to the booking SSR OTHS ZZ SCHED CHNG NOTIF SENT TO SSR CTCE CONTACT SSR OTHS ZZ PLS REVIEW SCHED CHNG UNTIL 20 OCT20 0000 CET LATEST (for flights between 25 OCT till 31 DEC 2020) SSR OTHS ZZ PLS REVIEW SCHED CHNG UNTIL 11 NOV20 0000 CET LATEST (for flights between 01 JAN till 27 MAR 2021) SSR OTHS ZZ RECONFIRM BOOKING BY ADDING OSI SN PAX DEF TRVLG The PNR is queued to the travel agency Passenger will receive an e-mail asking him to accept/decline the proposed rebooking within the indicated time frame. 		
	If accepted	If declined	If no reaction after 21 days (42 days for flights between 01 JAN till 27 MAR 2021)
	Updated e-ticket receipt will be sent via e-mail.	Rebooking is removed from PNR.	Rebooking is removed from PNR
	<ol style="list-style-type: none"> Passenger will still be requested to contact travel agency for other services which could have been booked such as car, hotel etc. Alternatively, the travel agency can also protect the rebooking by reconfirming that the rebooking is accepted. This needs to happen by adding an OSI element with a structured text : OSI SN PAX DEF TRVLG If no reaction is received to the e-mail and if no such OSI element is found when the deadline is reached, then the rebooked segment is removed from the PNR. 		

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3. Schedule change (flight is cancelled and passengers have been rebooked on another flight)

Distribution channel	If PNR <u>does not contain</u> any valid e-mail address in SSR CTCE
Amadeus, Travelport, Sabre, Farelogix, ...	<ol style="list-style-type: none">1. Three SSRs OTHS are added to the booking: SSR OTHS ZZ NO SCHED CHNG NOTIF SENT - NO VALID EMAIL ADDRESS FOUND SSR OTHS ZZ PLS REVIEW SCHED CHNG UNTIL 20 OCT20 0000 CET LATEST (for flights between 25OCT till 31DEC 2020) SSR OTHS ZZ PLS REVIEW SCHED CHNG UNTIL 11 NOV20 0000 CET LATEST (for flights between 01JAN till 27MAR 2021)2. SSR OTHS ZZ RECONFIRM BOOKING BY ADDING OSI SN PAX DEF TRVLG3. The PNR is queued to the travel agency4. The travel agency is expected to contact and inform the passenger5. To indicate that the proposed rebooking is accepted, the travel agent needs to protect the rebooking by adding an OSI element with a structured text: OSI SN PAX DEF TRVLG6. If no such OSI element is found when the deadline is reached, the rebooked segment is removed from the PNR