

Privacy seat reservation

1. What is a Privacy seat reservation? What are the advantages of it?

- A "Privacy seat" is a business class seat on LX long-haul aircraft on intercontinental routes. It offers additional privacy, discretion and more stowage space compared to other business class seats. Subject to availability, these single seats can be reserved in advance for a fee. HON Circle Members and Senators can reserve these seats free of charge if they are available at time of booking.

2. Which seats in the cabin are defined as Privacy seats?

- All seats marked with a \$ in the seat maps below are Privacy seats (indicated as "Standard seat chargeable" in the GDS). They are bookable against a fee in advance.



Chargeable
Privacy seats
(foc for HON & SEN) \$

J-seats newly
defined for HON & SEN J

3. How can I book a Privacy seat?

- The seat can either be booked via swiss.com, LX Service Center or travel agents.

4. Who can book a Privacy seat?

- A Privacy seat may be booked by anyone in accordance with the conditions below.

<https://www.swiss.com/EN/book/conditions/advanced-seat-reservation>

(Page online at the latest on 23rd of March 2017)

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5. On which routes will SWISS offer Privacy seats?

- Reservations for Privacy seats will be possible on all intercontinental flights operated by SWISS, as well as on flights between DXB-MCT and ZRH-TLV.

6. What is the fee for a Privacy seat reservation?

- The price for a Privacy seat depends on the flight duration and starts at 99 CHF. Please see the pricing table below for specific information.

Price	Area	Route
CHF 199	West Coast USA	LAX / SFO
EUR 189	East Coast USA	MIA
USD 199	Far East	BKK / HKG / NRT / PVG / SIN
CAD 259	South America	GRU
IDR 2'500'000	South Africa	JNB
CHF 149	East Coast USA & Canada	BOS / EWR / JFK / ORD / YUL
EUR 135	Far East	PEK
USD 149	Africa	DAR / NBO
CAD 189	Middle East	DXB / MCT
IDR 1'900'000	India	BOM / DEL
CHF 99	Israel	TLV*
EUR 89	Middle East	DXB - MCT
USD 99		
CAD 129		
IDR 1'300'000		
CHF 49		
EUR 45		
USD 49		
CAD 59		
IDR 650'000		

*if operated by B777/A340/A330

7. Can a Privacy seat reservation be booked through all GDS?

- Yes. Privacy seats can also be booked via GDS upon issuance of a flight ticket and an EMD for a fee.

8. What is the booking process for a Privacy seat in your GDS?

- The booking process will be the same as for a chargeable Economy seat reservation.

9. What is a J-seat?

- The J-seats (also referred as preferential seats) are exclusively blocked for HON Circle members & Senators. The seats can be booked when HON Circle members & Senators are identified through their Miles & More number.

10. Will Business Class seat reservations on EDW-operated LX* -flights remain free of charge?

- Yes. Edelweiss has its own business model.

11. Is it possible to pay for the Privacy seat reservation with Miles & More miles?

- No. It is not possible to pay with miles.

12. Do I get miles for the seat reservation?

- No miles can be accrued for reserving privacy seats.

13. How do I reserve seats when travelling with a partner or with the whole family?

- Reserving seats needs to be performed for each passenger individually, be it in same or separate bookings.

14. What if the customer travels as part of a group?

- Passengers travelling in a group may request seat reservations individually.

15. What happens to the seat reservation if the customer cancels his flight?

- The seat reservation is no longer valid. Please note that no refund will be given in case a passenger cancels his reservation voluntarily.

16. What happens in case of a flight cancellation by SWISS?

- Should a flight cancellation occur, SWISS will refund the amount paid for the Privacy seat reservation. Please contact our Agency Support for further assistance.

17. What happens in case SWISS changes a passenger's flight booking?

- In the case of an involuntary rebooking, SWISS will automatically do its best to reserve an equivalent seat. If it is not possible, a refund may be requested online. Or, our Agency Support can be contacted for further assistance.

18. What happens if the customer has to change his flight and had reserved a Privacy seat for his original flight?

- The customer may reserve a Privacy seat on his new flight and the EMD may be transferred to the new flight in that PNR, provided the routing remains the same. The EMD may not be transferred to a different/new booking.

19. When can a Privacy seat be booked? How long prior to departure?

- The Privacy seat reservation can be done at the time of flight booking or until up to 48 hours prior to departure. The seat reservation can be done by the travel agent provided the GDS supports ASR, or at any time via swiss.com through the booking manager.

Link: <https://www.swiss.com/ch/en/Login>

20. Will there still be an opportunity to select a Privacy seat during web check-in?

- All seats are offered free of charge at time of check-in (23hrs prior to departure). Please note that the seat choice may be limited, i.e. no more Privacy seats are available.

21. What happens to passengers who have reserved one of the Privacy/preferential seats prior to the introduction of ASR on 23 March 2017?

- The passenger will remain on the seat originally reserved and will not be charged. However, any flight or seat change after the introduction of Privacy seats on 23 March will be subject to payment should they choose to reserve a Privacy seat. The new seat reservation process will be applied.

22. Why are these seats becoming chargeable and why have customer to pay for seat reservation in Business class?

- Until today these seats have been exclusively blocked for HON Circle members & Senators. In order to allow to all our customers travelling in Business Class to book and enjoy these seats, SWISS has decided to permit reservation against a fee on a first come – first serve basis. All other seats in Business class will remain free of charge.

23. Why are certain seats becoming chargeable and why have customers to pay for advance seat reservation in Business class?

Compared to other seats in SWISS Business, the privacy seats offer substantially more benefits, i.e extra storage space, more privacy and discretion. Because of the high demand for these seats, SWISS has decided to add these seats to the SWISS Choice advance seat selection against a fee. Reservations for all other seats in Business class will remain free of charge.

24. Will HON Circle members and Senators have to pay for a Privacy seat, too?

No. Miles & More HON Circle members and Senators can reserve Privacy seats in Business Class on intercontinental flights in advance free of charge if available at time of booking. The same applies for travel companions travelling in the same class. In order to receive the correct online seat display, the member should log in with the Miles & More number.

25. Will there be specially pre-reserved seats for HON/SEN customers?

Yes. A number of preferential seats (so called J-seats) are exclusively blocked for HON Circle members & Senators. These seats will be visible on the seat map when HON/SEN passengers book their seat(s) while logged in with their M&M profile.

26. Do you have any further questions?

- For further information please contact our local Agency Support