

Contract is valid for tickets issued January 31, 2020 through December 31, 2020

TOUR CODE = input automatically be GDS

THIS IS A BULK FARE AGREEMENT

Mandatory Markup Required – see below

Bulk Fares should already be loaded into your GDS

GDS FARES include 2 free bags, seat assignment and meal

Routing	Service Class	Discount
All Routes Short Haul and Long Haul Flights	D / C	5%
All Routes Short Haul and Long Haul Flights	E / S / A	3%
All Routes Short Haul and Long Haul Flights	All other classes, excluding Q class	2%

- This is a BULK FARE agreement – discounts will be loaded into your GDS
- Applicable currently to DY, D8, DI and DN airline codes. Any other codes implemented by Norwegian will automatically be added to this agreement.
- Reservations can be made through GDS; Amadeus, Sabre and Galileo
- Ticketing required within 24 hours
- **The price via GDS includes two pieces of checked baggage (max 20kg/bag) and one piece of carry-on luggage (max 10 kg) seating, meal on long haul, transfer and CC fee.** (subject to change)
- BT Fares may be sold as flight only
- **Agencies are obligated not to sell a Norwegian flight only at a lower fare than the lowest fare available on www.norwegian.com at any given time.**
- Fares are for individual bookings and can't be used for groups or allotment reservations.
- Always inform the traveler with Norwegian reference number.
- Norwegian strongly recommends inserting travelers mobile phone number in all bookings
- General information regarding pricing, issuing, etc. in the different GDS systems – please look up our agent website: <https://agent.norwegian.com/uk/about-agent/about/>
- Any misuse of these prices may result in early debiting or cancellation of tickets and/or removal from CCRA's agreement with Norwegian.

TERMS AND CONDITIONS:

Payment:

- Ticketing must be completed within 24 hours after reservations are made
- **NO commission is allowed but Agency must markup the fare to meet the lowest available fare being offered by Norwegian**

Changes, etc:

- Flight-only allowed
- Fictitious name is NOT acceptable and may result in cancellation of ticket and/or removal from the CCRA agreement
- Restrictive tickets are non-refundable once cancelled and unable to be credited toward future bookings
- Change of ticket/name change is allowed only after ticketing
- Change fees are as per published fare rule
- Child discount (2-11 years): Please see our general conditions on norwegian.com
- Infant discount (0-2 years): Please see our general conditions on norwegian.com

MANDATORY OSI FIELD:

PLEASE NOTE (Replace YY in the formats below with the actual airline code you are using DY/DI/D8/DN/etc)

Amadeus: OSYY NCA BTFARES

Sabre: 3OSI YY NCA BTFARES

Galileo: SI.YY*NCA BTFARES

Pricing / Ticketing Formats:

Amadeus: FXX/R,U

Sabre: WPPJCB

Markup Formats:

DISCLAIMER – CCRA does not handle BULK FARE ticketing. These formats have been provided by the airlines. We provide them to our agencies as a service but can not assist with ticketing. We recommend you contact your GDS help desk if you have any questions.

Amadeus: TTK/U(new base fare)
Example – base fare is 500.00, you want to add a 50.00 markup
the entry would become TTK/U550.00
Then enter your commission, the same amount as the markup FM55.00A

Apollo: T:\$BIF55.00/Z\$55.00/GB
This will ADD \$55 to the base fare and add \$55 commission

Sabre: WPPJCB#PU*55.00#K55.00#ADY#ETR#RQ
This will ADD \$55 to the base fare and add \$55 commission
(NOTE - # is the Sabre Cross of Lorraine)

Agencies utilizing CCRA's 24/7 Call Center:

You must add the necessary Norwegian contract information to the contract fare profile you have created for CCRA's use. This will allow CCRA Agents to determine if your agency wants this contract utilized when applicable. If you currently do not use any contracted or negotiated rates and would like to utilize this offering from CCRA's Air program, please contact your customer Care representative for assistance in creating the necessary profiles for after-hours utilization.

When bookings are handled by CCRA's 24/7 Call Center Agents the applicable tour code information will be included during the ticketing process. However, CCRA agents will not include the applicable commission information. Agency clients are required to update their IAR the next business day following ticket issuance with the applicable commission data. CCRA will not be liable for claiming of airline commissions.

Should you have any commission questions related to this agreement, please copy and paste your GDS flights segments along with the GDS pricing into an email. Send the email to us at Air@ccra.com and we will reply to you as quickly as we can.

We are available to assist with commission questions Monday through Friday between 830AM and 530PM ET. Outside of these hours, please use your best judgment when ticketing. We will reply to your email the next business day and adjustments may be made in IAR if necessary.