

Code Share



KINGFISHER
FLY FIVE STAR

Code Share IT-BA

Introduction

What is a code share?

Code share or Code sharing is an agreement between two carriers whereby one carrier (operating carrier) allows another carrier (marketing carrier) as a code share partner to market and sell seats on the operating carrier's flights

Code share is an enhanced airline partnership which involves multiple airlines selling space on the same flight(s), where a seat can be purchased on one airline as if it was actually operated by a marketing airline under their own flight number or code.

Under a code sharing agreement, the airline that actually operates the flight (the one providing the plane, the crew and the ground handling services) is called the operating carrier (OC).

The company or companies that sell tickets under their own code for that flight but do not actually operate it are called marketing carriers (MC)



Advantages

1. Code-shares provide seamless connections, Frequent Flyer benefits and competitive through fares.
2. Perceived service to un-served markets - This provides greater network access in the market(s) where a carrier does not operate their own aircraft through the display of their flight numbers.
3. This provides an apparent increase in frequency of service(s).

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Q & A's IT-BA Code share agreement

Q1. Which airline(s) does Kingfisher currently have code share agreements with?

Ans: Kingfisher is about to enter its first code share agreement with British Airways.

Q2 .What are the features of the current IT - BA code share?

Ans: Kingfisher Airlines Limited (“IT”) and British Airways Plc. (“BA”) will begin code sharing, whereby IT will code share on beyond points over LHR on certain BA operated routes (all flights on those routes) and similarly BA will code share on certain IT operated India domestic & Colombo routes (all flights on those routes), over their Gateway points in India. Kingfisher Airlines will place its IT code on BA operated services (IT* on BA) and British Airways will place their BA code on IT operated services (BA* on IT).



Please Note: Flights beyond LHR under the Code Share Arrangements are operated by British Airways.

Q3 Which British Airways routes will have a Kingfisher Airlines code?

Ans: Kingfisher Airlines flies from Delhi and Mumbai to London Heathrow. The IT code will be currently placed on British Airways flights from London Heathrow to:

- ➔ Intra UK Points
- ➔ Intra Europe Points
- Intra UK Points

Cities	Codes
Manchester	MAN
Aberdeen	ABZ
Edinburgh	EDI
Glasgow	GLA

- Intra Europe Points

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Cities	Codes	Countries
Paris	CDG	France
Amsterdam	AMS	Netherlands
Brussels	BRU	Belgium
Dusseldorf	DUS	Germany
Lisbon	LIS	Portugal

Q4 Which Kingfisher Airlines routes will have the British Airways code?

Ans: British Airways flies from London Heathrow to Delhi, Mumbai, Bangalore, Hyderabad and Chennai. The BA code will be currently placed on Kingfisher Airlines flights from:

➔ India Domestic (Vice Versa)

- Bangalore (BLR) to Chennai (MAA), Kochi (COK) and Coimbatore (CJB);
- Chennai (MAA) to Coimbatore (CJB);
- Delhi (DEL) to Bangalore (BLR) and Kolkata (CCU);
- Mumbai (BOM) to Bangalore (BLR), Chennai (MAA), Goa (GOI), Hyderabad (HYD) and Kolkata (CCU)

➔ International (Vice Versa)

- Chennai (MAA) to Colombo (CMB); Sri Lanka

Q5 What is the start date for creating bookings on the code share flights?

Ans: 7th Sep, 2010 for travel effective 15th Sep, 2010

Q6 When will the code share flights be available for travel?

Ans: Travel will be effective from 15th Sep, 2010.

Q7 Where can you purchase Kingfisher Airlines code share tickets?

Ans: You can purchase Kingfisher Airlines code share tickets at any Kingfisher CTOs/ATOs, at www.flykingfisher.com, Kingfisher Call Centers and through IATA approved Travel Agents.

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Q8 Can code share flights be sold independently?

Ans. No, stand alone flights cannot be sold in Code Share Arrangements.

E.g. you cannot book the Guest on LHR - MAN flight alone. The journey should be sold as a through journey i.e. BOM - LHR on IT operated flight, connecting LHR - MAN on IT marketed (IT*), BA operated flight. The code share flights can only be sold as part of an international journey. Stopovers may be permitted depending on fare rules.

Q9 Can we pre-reserve seats on code share flights?

Ans: Presently BA seat map cannot be viewed for pre-reserving seats by IT. This functionality is likely to be in place at a later stage

Q10 Will there be a different method to sell a seat or issue a ticket on a code share flight?

Ans: No. As far as creating a booking & ticketing is concerned, there are no different entries to create a PNR and issue tickets.

Q11. Who is the point of contact in UK/EU for assistance on rebooking?

Ans In case of IT*, the segment will be ticketed on IT document and hence IT offices and Call Centers will be the point of contact in UK/EU. However, assistance may also be sought from BA offices, if required.

Similarly BA offices and Call Centers will be the point of contact for BA* Guests. However, assistance may also be sought from IT offices, if required.

Q12 Can group bookings be made on code share flights?

Ans Group bookings are excluded from the present code share Agreement. All groups are to be booked on operating carrier only.



Q13 What classes of travel does British Airways have on board?

Ans: British Airways operates a mix of First, Club World (Business), World Traveller Plus (Premium Economy) and World Traveller (Economy).

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Q14 What will be the cabin of service on BA operated UK domestic sectors?

Ans: BA operates Single - cabin services on Intra - UK domestic sectors.

Q15 Will a IT Guest travelling on a code share flight, earn King Club Miles?

Ans: Yes. Guests can earn king Miles as per King Club earning criteria only when they have booked on the IT code of flights marketed by Kingfisher Airlines and operated by British Airways and only if they are connecting onto these code share flights through their Kingfisher Airlines flights to/from India. For more details, please check the accrual calculator on www.kingclub.me..

Q16 Can a King Club Guest redeem miles on code share flights?

Ans. No, presently FFP programme on code share flights is limited to accruals only.

Q17 Can the FFP members of BA (Executive Club) earn frequent flyer points on code share flights operated by Kingfisher Airlines?

Ans: Yes, BA Guests will earn miles as per BA's FFP.

Q18 Can a BA Guest redeem miles on code share flights?

Ans. No, presently FFP programme on code share flights is limited to accruals only.

Q19 Can I use Upgrade Voucher on Code share flights?

Ans: No, upgrade vouchers will be not eligible on code share flights.

Q20. What type of catering does British Airways offer?

Ans: First- Choose from à la carte menu and the First crew will prepare your meal to order and serve it at a time that suits you.

Club World-Choose from our extensive menu, from four-course dining

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to light salads and snacks, all complemented with fine wines and Champagne.

Club Europe-A selection of hot and cold dishes, perfectly suited to the time of day. On early flights, longer than 60 minutes, you can have either a full English breakfast or a Continental breakfast. A full complimentary bar, including Champagne, is part of the service.

World Traveller plus and World Traveller - Three course meal with a complimentary bar service.

Euro Traveller-On all our European flights you can enjoy breakfast with coffee and tea. Complimentary drinks and snacks are served throughout the rest of the day. For flights of up to 1½ hours to and from London Heathrow, we offer complimentary drinks mid-morning and mid-afternoon.

UK Domestic - On early morning flights you can enjoy a hot breakfast with coffee and tea. Complimentary drinks and snacks are served throughout the rest of the day. For Domestic flights to and from London Heathrow, only complimentary drinks are offered mid-morning and mid-afternoon.



Note: A minimum of 24 hrs notice is mandatory for all meals

Q21 What in-flight entertainment does British Airways offer?

Ans: Onboard you have a selection of in-flight entertainment and light reading material.

Movies: Choice of blockbusters, classic movies and family titles to suit all ages.

TV: Includes some of the best comedies, drama, factual and sports programmes.

Audio: Exclusive High Life Radio channel hosted by Robert Elms, selected titles from the BBC archives and a vast CD library.

The entertainment system will vary depending on the aircraft, cabin and route that you're travelling on. We have Audio and Video on Demand on some routes giving you a choice of what to watch, when you want it.

In-flight magazine- High Life details the entertainment listings available to you as well as providing informative travel articles and lifestyle features.

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The High Life Shop magazine lets you browse around stress free whilst you're relaxing on your flight. You can even do some shopping prior to boarding. Business Life and First Life magazines are also available in relevant cabins.

Q22 Can Kingfisher Airlines customers use British Airways lounges and vice versa?

Ans: Kingfisher Airlines Guests booked in **business class** will be eligible for British Airways lounges when travelling on IT marketed (BA operated flights).

E.g. Guest is travelling BOM - LHR - CDG on a **through Business class fare**, wherein BOM-LHR is on IT and LHR - CDG on IT*(BA operated). He will be eligible for lounge access at LHR.

Similarly a Guest travelling on LHR - BOM - MAA on a **through Business class fare**, wherein LHR - BOM is on BA and BOM - MAA is on BA* (IT operated) flight. He will be eligible for lounge access at BOM.

Q23 What will be the baggage allowance on code share flights?

Ans: The baggage allowance applicable on code share flights will be in accordance with the baggage allowance policy of the operating airline.

British Airways Standard Baggage allowance is as below



Compartment of travel	Baggage Allowance
First and Club World (Business class customers)	3 pieces of 23 Kgs Adult/ child
World Traveler Plus (Premium Economy)	2 pieces of 23 kgs Adult/Child
World Traveler (Economy)	1 piece of 23 kgs Adult/Child
Infant	1 bag at 23 kg +1 stoller+1 car seat



Baggage Allowance for Kingfisher Airlines Code Share Guests:-

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Originating UK/Europe (Other than LHR)	
Compartment of travel	Baggage Allowance
Example:- MAN-LHR-BOM V.V.	
Business class	3 pieces of 23 Kgs
Economy	1 pieces of 23 Kgs

Originating India	
Compartment of travel	Baggage Allowance
Business class	69 Kgs (3 pieces x 23 Kgs)
Economy	28 Kgs (1 pc)

Q24 Will bags be through checked and transferred to connecting flights by both British Airways & Kingfisher Airlines?

Ans:

Transfer at BOM

From Domestic to International

IT will transfer the baggage of Guest who have been through checked-in i.e. issued a boarding pass for the onward sector and baggage interlined.

From International to Domestic

IT has their transfer desk at the International arrivals inside the terminal. After Customs, the Guest will need to drop their baggage which will be transferred to the domestic flight.

Guests who are not through checked-in can also check-in at this transfer desk for an IT domestic flight.

Transfer at DEL

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At present, Guests have to take their baggage to the OAL counter via the shuttle coach. When the new T3 becomes operational i.e. from 15 Sept (**tentative**) 2010, there will be a regular Transfer Desk from Domestic to International and from International to Domestic where baggage which has been interlined will be transferred to the receiving carrier.

Transfer at BLR, HYD, MAA, CCU

From Domestic to International

IT will transfer the baggage to BA at their counter

From International to Domestic

BA will transfer the baggage to IT after customs clearance

For Outbound/Inbound travel via LHR

Bags are transferred through to the final destination and there is no requirement to clear customs at the first point of entry into UK/Europe. The delivering carrier will transfer the baggage to the receiving carrier.

Q25 What is British Airways hand baggage allowance?

Ans: One bag (56cm x 45cm x 25cm/22in x 18in x 10in) and one laptop size bag, hand bag or brief case. The Guest should be able to lift the bag into the overhead locker unaided



Q26 Whom should the Guest contact in case of mishandled baggage?

Ans. The Guest should contact the mishandled baggage section of the operating airline.

Q27 Does Kingfisher Airlines & British Airways charge for sporting goods?

Ans: Yes, Kingfisher Airlines & British Airways charge for the carriage of sporting goods where the weight exceeds the baggage allowance.



Q28 Does Kingfisher Airlines have the same policy for carrying Unaccompanied Minors on code share flights?

Ans: Unaccompanied minors cannot be booked as a part of code share arrangements. For details contact Kingfisher Airlines.

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Q29 What is the British Airways website?

Ans www.ba.com

Q30 What are the minimum connection times?

Ans:



MCT @	Time
London (LHR)	T4 to T5 = 105 min T4 to T3 = 90 min
Mumbai (BOM)	2 hrs 30 Mins
Bangalore(BLR)	1 hr 30 Mins
Delhi (DEL)	2 hrs 30 Mins
Chennai (MAA)	2 Hrs 30 Mins (Domestic to international and vice versa)
Chennai (MAA)	1 Hour(International to International)



Q31 What is the visa requirement at UK, if a Guest is connecting on BA to Intra - European Points?

Ans: “Kingfisher customers who are Indian Nationals will require a visa for their European entry. This will normally be a short term visa (known as Category C Schengen Visa).

Customers with a short term visa (ie non residency) **also require a UK Direct Airside Transit Visa (DATV)** if they are connecting out of the UK on the same day, or a **Visitor in Transit visa if they are to be in the UK for up to 48hours** before onward travel or they might have a ‘D’ category Visa which allows transit through UK.

Please verify Visa requirements with local Embassies/Consulates.

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