

Dear Sumeet,

I am pleased to offer you our 2013-2014 Icelandair Saga Agreement for Canada.

**Date:** 10/02/2013  
**Agency:** Bains Corporate Travel  
**IATA Number:** 61-960113  
**GDS System:** Amadeus  
**Pseudo City Code:** YVRC42142  
**Agreement #:** C872

The Icelandair Saga Agreement is provided to you with the understanding that a minimum annual revenue production goal of \$40,000 needs to be achieved to retain the terms of this Agreement.

The Agreement below is between Icelandair, with offices located at 1900 Crown Colony Drive, 1<sup>st</sup> Floor, Quincy, MA 02169 and Bains Corporate Travel with offices located at 6550 Fraser Street, Vancouver, BC, V5X 3T3 Canada.

**Period of Application** of this Agreement applies for tickets issued between 03OCT2013 and 31DEC2014. Either party may terminate this Agreement with 30 days advance written notice.

**Electronic Ticketing** is the standard form of ticketing for Icelandair. All net fare tickets are issued as BT/IT tickets. The electronic ticket must be issued by an approved location, in accordance with the Bank Settlement Plan (BSP)/IATA rules.

If the terms and conditions contained in the attached document meet with your approval, please sign and date a copy of the agreement and mail, fax, or scan/email to:

Beth Ann Young, Icelandair Sales Executive Pacific Northwest  
3518 Fremont Ave. North Nbr. 401, Seattle, WA 98103 USA.  
Fax: 857-403-1812 Email: byoung@icelandair.is

For: Bains Corporate Travel

\_\_\_\_\_  
Name (sign)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name and Title (print)

With best regards,  
Beth Ann

Beth Ann Young  
Icelandair Sales Executive Pacific Northwest

## 2013-2014 ICELANDAIR SAGA AGREEMENT FOR CANADA

**1. FARE CONDITIONS:** This Agreement is for individual passengers and is valid for transatlantic travel on Icelandair only. This agreement provides net fares in Saga Class (C, D & J classes), Economy Comfort (Y, E & A classes), and Economy Class (M, B, K, & Q classes), from all Icelandair gateways in North America to all Icelandair destinations (excluding REK in economy class).

Additionally, we have loaded net fares from offline departure points in the U.S. and Canada, as well as many offline destinations in Scandinavia, the Baltics, Russia, etc. A complete list of these loaded gateways and destinations is included (see Attachment), as well as routing information. Please note these will all auto price and ticket as per the instructions of your Icelandair Saga Agreement. A complete set of rules, routing information, classes to book etc. can be found in the rules attached to the loaded fares in your GDS.

Combinations with Domestic/Transborder/Intra Europe add-ons are not permitted except as specifically provided under separate cover by the airline or as auto prices in the system. (See Attachment).

FI coded flights operated by AS/AY/SK may be booked as part of this agreement. AY/SK coded flights operated by FI cannot be booked and must always be booked as an FI code.

**2. TOUR CODE:** Tour codes will auto-populate on tickets issued directly from your private fares display.

### **TOUR CODE EXPLANATION:**

IT for bulk fare

# for FI use

FI for Icelandair

1 for IATA selling area

BBC for Saga Agreement CA

Agreement # 872

E.G. – **IT3FI1BBC872**

**3. FUEL SURCHARGE/AIRPORT TAXES AND SECURITY CHARGES:** Our net fares displayed in your GDS system (under fare display) do **not** include the Q fuel surcharge or airport taxes and security charges. Please be aware of this when advertising or quoting prices.

The Q surcharge is added when autopricing an itinerary and will become part of the base fare at that point.

**The Q surcharge is subject to change at any time.**

**4. ADVANCE BOOKING/PURCHASE RESTRICTIONS:** As per the fare rules.

**5. MINIMUM/MAXIMUM STAY:** As per the fare rules.

**6. OPEN JAW ITINERARIES:** As per the fare rules.

**7. OPEN RETURNS:** As per the fare rules.

**8. MIXING OF BOOKING CLASSES:** Only one booking class per direction is permitted.

**9. WAITLISTS:** Waitlists are allowed only when the booking class allows a waitlist. All waitlist bookings are automatically dropped on queue for our Revenue Management Department to review. If you haven't received either an UC or KK response within 72 hours, please contact your Sales Executive. Waitlists in a class that is more than one class lower than what shows available is unlikely to be confirmed. If you attempt to waitlist a flight and receive a message "WL CLOSED", it will not be possible to waitlist that class.

- 10. ONE-WAY TRAVEL:** One-way travel originating in North America permitted on select booking classes as per fare display.
- 11. CHILDREN (CHD):** As per fare rule. A child is 2-11 years old at time of departure. There is no restriction to the number of children travelling per adult fare.
- 12. INFANTS (INF):** As per fare rule. An infant is under two years old at time of departure. If the infant turns two prior to the infant's return, a one-way published child's fare must be purchased. Only one (1) infant is permitted per travelling adult.
- 13. UNACCOMPANIED MINORS (UM):** Unaccompanied Minors are permitted on this agreement. All procedures and service fees apply. Please reference the GDS under FI UM/Unaccompanied Minor sections for details or call Reservations for assistance. The UM would pay the CHD net fare, plus any applicable fees.
- 14. CANCELLATION / REFUND CONDITIONS:** As per the fare rules.
- 15. CHANGE CONDITIONS:** As per the fare rules.
- 16. TICKETING TIME LIMIT (TTL):** As per the fare rules.
- 17. TICKETING CONDITIONS:** Issue FI (108) E-ticket. All tickets on this agreement must be issued as Bulk/IT fares. E-ticketing is available for all FI routes. Please check GDS for applicable connecting carriers and booking procedures for individuals and groups.
- 18. FARE BASIS:** Fare basis as displayed by system.
- 19. FARE BOX:** BT or BULK or as system prints.
- 20. MARKUP:** Enter up to 25% of the base net fare (not including fuel) as markup. Any additional markup beyond 25% will be debited the entire amount. The markup amount must be entered in the commission box. This will be accepted as a markup on the net. No commission should be deducted from the net.
- 21. ENDORSEMENT BOX:** As per the fare rules.
- 22. REPORTING:** Net fares, airport taxes and charges are payable to Icelandair as per standard BSP/IATA procedures and documentation.
- 23. CREDIT CARD SALES:** Credit Cards are permitted.
- 24. SECURE FLIGHT PASSENGER DATA:** (SFPD) is required prior to departure and must be entered in all records. The passenger's passport information and date of birth must be entered in the PNR prior to ticketing.
- 25. VOLUNTARY STOPOVER IN ICELAND:** As per the fare rules.
- 26. VOLUNTARY STOPOVER AT FI CA, US & EUROPEAN GATEWAYS:** As per fare rules.
- 27. ADVERTISING/PROMOTION:** Net fares must NOT be advertised, or promoted, using the name, logo, or other identification of Icelandair, except when selling directly to travel agents, and only via fax, mail, or the Internet.
- 28. CHANGE/CANCELLATION OF AGREEMENT:** Icelandair reserves the right to establish new fares at any time. Either party may terminate this agreement with 30 days advance notice.

**29. GROUP TRAVEL:** Group pricing is on request basis only. Group space is subject to availability at the time of booking. To request a group quote contact your Icelandair Sales Executive or submit a request at: <http://www.icelandair.ca/offers-and-bookings/group-booking/>. Groups must have a minimum of 15 passengers.