**ANA Vietnam JV Services Fund Program Guidelines**

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| Redemptions must follow seat availability, days before departure, and other required parameters. |

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| All fees, services and products not included in the Services Funds offering must be paid. |

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| * Once funds are redeemed, they are non—refundable * Quarterly payments may occurlater than the first day of the quarter. * Unused funds of each quarter expire after the quarter ends. * Unused funds cannot be converted into cash, used to purchase traveler amenities or rollover into future contract periods |

**ANA Vietnam JV Services Fund terms**

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| **All Services Fund parameters are subject to the following:**   1. Allowed on 205 tickets issued in Vietnam for Joint Venture itinerary only. 2. JV partners (UA) are allowed on itinerary and ticket on select waivers/favors. Check each waiver/favor for validity and details. 3. Fixed fares are not eligible for Services Fund redemption, except where noted in the "Additional requirements"\*   Unless noted otherwise, all waivers are available for JV itineraries and for all fare classes.  All other fees, services and products not in the Services Fund matrix will be subjected to payment via credit card,cash or check. (Ex. Add/collects, memberships, upgrades, airline tickets, travel vouchers and penalties incurred for refunding a ticket.)  **Pricing and parameters are subject to change.** |

ANA Vietnam JVServicesFundOfferings forTMC's

01OCT18-31MAR19

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| **Service** | | **Description** | **Services Fund PricinginUSD per Ticket** | **Applicable with JV Partners on ticket/ PNR (UA)** | **Seat**  **Availability** | **Grant Days Before Dept.** | **Additional Requirements** |
| Penalty feesand refunds | Reissue Penalty Fee | Waives change fees | **$300 International** | JV partners are allowed on the ticket. | NA | Any | Services fund will only cover the cost of the penalty associated with the exchange fee. Refund penalties or collection of add/collects associated with the difference in fares are not allowed for payment under the services fund. Must be a through fare. No broken or point to point fares. |
| Ticketing and booking classes | AP - 3 day | Permits waiving of advanced purchase rule on new PNR. Allows customer to purchase 1 AP level back. | **Fare Differential** | JV partners are allowed on the ticket. | NA | 1-2 | No overbooking. Check fare rules for applicable upgrade class(es). Booking class must be available for AP waiver, no inventory conversions permitted. |
| AP - 7 day | 3-6 |
| AP - 10 day | 7-9 |
| AP - 14 day | 10-13 |
| AP - 21 day | 14-20 |
| AP - 30 day | 21-29 |
| Ticketing waivers | Extend Ticket Validity 30 days | Extends the life of a ticket for an additional 30 days | **$50** | Yes | NA | Any | Ticket must be live and totally unused. **Reissue/penalty fee applies.** |
| Missed Ticketing/ Ticketing Time Limit | Extends the reservation for an additional 24 hours (1 business day) after the automatic cancelation of the booking | **$200** | JV partner are allowed on the ticket. | NA | Any | PNR must validate that the request is being made due to genuine error, fare must be stored and no changes have been made to the PNR. **Charge only applies if extending beyond the standard 24-hour rule for a total of 48 hours. Must be a through fare. No broken or point to point fares.** |
| Suspended Tickets / Ticket Status Change | Reinstates zero value/suspended tickets | **100 International** | JV partners are allowed on the ticket. | NA | Any | Add/collects not covered. Suspended ticket is a PNR that is not cancelled prior to flight time. Ticket must still be valid at the time of the request. Must be a through fare. No broken or point to point fares. |
| Time/ Stay | Waives min/max stay OR day of week/time of day of requirements | **$350** | Yes | NA | NA | Waiver can only be provided on ticketed PNR. Waiver allowed only after the outbound flight(s) has been flown. Must be a through fare. No broken fares. |

All other fees, services, and products not in the Services Fund matrix will be subjected to payment. (Ex. Add/collects, memberships, upgrades, Economy Plus access, airline tickets, travel vouchers, and penalties incurred for refunding a ticket.)

All Services Fund services are subject to the following 1. Allowed on 205tickets issued in Vietnam for JV itineraty only. 2. JV partners (UA) are allowed on itinerary and ticket on select waivers/favors (see below). Must be on through fares; No broken or point to point fares. 3. Fixed fares, ASW tickets or tickets issued by ANA counter are not eligible for Services Fund redemption, except where noted in the "Additional Requirements".

Services Fund Program subject to change.