



Creating/accepting an Exchange Travel Credit - recap

1. Login into your original booking online via your Lime account.
2. Of the disrupted booking(s), make note of the:
 - original PNR
 - live e-ticket number(s)
 - passenger name(s) and DOB(s)
3. Use the 'Disruption Cancellation' button in the 'Display Booking' screen within the booking.

This function will remove the original sectors in the booking but keep open the e-ticket for when you come to redeem your Exchange Travel Credit (ETC)

Redeeming an Exchange Travel Credit – from 23 April 2020

With the original booking details at hand from the bullet points above, you can begin redeeming your ETC by creating a disruption booking in line with the airline policy's date and destination requirements, ensuring passenger names and DOB are consistent from the original booking to the new booking.

1. Login into your Lime account.
2. Create a new booking in the normal way (as per and within restrictions on each airline's policy). There is no need to now enter C19 and the original PNR into the reference field.
3. With your correct itinerary chosen and passenger information added correctly, click the '**Disruption Booking**' button next to 'Pay & Ticket'.

The screenshot shows the Lime booking system interface. At the top, there is a search bar with 'PNR/Booking reference' and a 'Display' button. Below this are fields for 'PNR', 'Select Fare Type', 'Select Grab Option', and a 'Grab' button. The main navigation bar includes 'Availability', 'Summary', and 'Passengers'. A 'Disruption Booking' button is highlighted in red and circled. Below the navigation bar, there is a 'Published Fare' section with two rows of flight details. The first row shows a flight from LHR to JNB on 20-Jun-2020, and the second row shows a flight from JNB to LHR on 27-Jun-2020. At the bottom, there is a 'Reference' field and a 'Main contact' field with the name 'MR Ivan Katricenko'.

Passenger	Total Net Fare(s)	Taxes, Fees and Carrier Charges	Line Service Fees	Total (per passenger)	Total (all passengers)

- A pop-up box will appear requesting the ticket numbers to be added to each passenger.

The system requires the full 13 digit ticket number without the hyphen '-'.

Ensure that the correct ticket number is added to the relevant passenger as the system is validating each ticket number against the attached passengers in the GDS.

Once the ticket numbers are added to the attached passengers click '**Book - no deposit**' on the pop-up box.

Title	Firstname	Surname	Ticket Number
MR	Ivan	Katricenko	<input type="text"/>
MRS	Ana	Katricenko	<input type="text"/>

Buttons: Cancel, Book - no deposit

- The disruption booking has now been created with the tickets of the original PNR attached to the passengers.

As airline policies can change at any given time, we strongly recommend that you request ticket issue on your new booking as soon as created, but, as with any case, prior to the new bookings' Ticketing Time Limit.

- When ready to ticket, use the 'Request Price & Ticket' button on the 'display booking' screen.

IT BASIC FARES FROM LGW

Search by: PNR/Booking reference

PNR: SCDS39

Published Fare: 731349134

Company Name: LML0000 Lime Management Ltd

Created On: 04-May-2020

Pricing Date: 04-May-2020

Buttons: View Emails, Sync Pnr, Grab & Reprice, Cancel PNR, Request Price & Ticket

We will then confirm the price, organise ticketing of the new booking and if required collect any additional fare/tax requiring to be paid at the time.

A message will be permanently visible on every disruption booking in a yellow information bar, stating: 'This is a Covid-19 Disruption Booking that is linked to previous tickets for these passengers affected by the disruption'