



TARIFF INFORMATION NO. 03/25

TO: CROATIA AIRLINES SELLING OFFICES, SELLING AGENTS & GSA

DATE: 16JAN25

SUBJECT: Amendments to OU Penalty Conditions for Fare Family fares within Croatia and within Europe

Croatia Airlines is updating refund/reissue conditions for sale/travel on/after 17JAN25.

<i>DOMESTIC</i>	FlyEasy	FlyOpti	FlyFlexi	FlyB Wise	FlyBusy
Class of service	economy	economy	economy	business	business
Prime code	A/F/J/K/O/P/U	A/F/J/K/O/P/U	A/F/J/K/O/P/U	C/D/Z	C/D/Z
Refund before departure	no refundable	no refundable	13 EUR	no refundable	refundable
Refund after departure	no refundable	no refundable	13 EUR	no refundable	refundable
Changes before departure	20 EUR	10 EUR	FREE	20 EUR	FREE
Changes after departure	20 EUR	10 EUR	FREE	20 EUR	FREE

Above penalty fees apply per fare component.

YR is always non-refundable. YQ is refundable if fare is refundable.

YQ is non-refundable for non-refundable fares. In case of combination refundable with non-refundable fares, YQ becomes non-refundable.

No penalty discount for Child / Infant with a seat.

INTERNATIONAL	FlyEasy	FlyOpti	FlyFlexi	FlyB Wise	FlyBusy
Class of service	economy	economy	economy	business	business
Prime code	L/E/T/S/W/V/ Q/H/M/B/Y	L/E/T/S/W/V/ Q/H/M/B/Y	L/E/T/S/W/V/ Q/H/M/B/Y	C/D/Z	C/D/Z
Refund before departure	no refundable	no refundable	30 EUR	no refundable	refundable
Refund after departure	no refundable	no refundable	30 EUR	no refundable	refundable
Changes before departure	60 EUR	30 EUR	FREE	60 EUR	FREE
Changes after departure	60 EUR	30 EUR	FREE	60 EUR	FREE

Above penalty fees apply per fare component.

YR is always non-refundable. YQ is refundable if fare is refundable.

YQ is non-refundable for non-refundable fares. In case of combination refundable with non-refundable fares, YQ becomes non-refundable.

No penalty discount for Child / Infant with a seat

REVALIDATION / REISSUE AND EMD issuance –

must be made within 24 hours after change of reservation but not later than departure of the original flight being changed. If it is not done within 24 hours ticket will only be valid for refund or not applicable at all.

These amendments will be reflected in all GDSs in cat. Penalties of applicable rule.

These amendments are reflected in GDSs.

Tariffs & Commercial Agreements Department