



## SMARTWINGS – CZECH AIRLINES

### UPDATED RECOMMENDED PRACTICE

#### FOR IATA ACCREDITED AGENTS PARTICIPATING IN THE BSPs CONCERNED

#### WHEN TO USE QS-797 AND OK-064 TICKET STOCKS

For flights on/before 26 October 2024

Please use the ticket stock corresponding with the code & flight number booked, i.e. OK-064 stock for OK flights and QS-797 ticket stock for QS flights (for more details, please see the matrix below).

For flights on/after 27 October 2024

Please use solely QS-797 ticket stock for all our flights as they will be operated under QS code & flight number.

Please check also the following matrix highlighting the recommended ticket stock to be used for QS/OK flights at a glance:

Recommended Ticket Stock to Issue Documents for OK/QS Flights in BSPs Worldwide			
Operating Carrier Code	Marketing Carrier Code	Flights till 26OCT24	Flights from 27OCT24
OK	OK	OK-064	n/a
QS	OK*	OK-064	n/a
Other airline	OK*	OK-064	n/a
QS	QS	QS-797	QS-797
OK	QS*	QS-797	n/a
EW	QS*	QS-797	QS-797
Other airline	QS*	QS-797	QS-797

#### Context

Smartwings and Czech Airlines are members of the largest Czech aviation group which will go through certain governance changes in the near future. Effective as from 27 October 2024, Czech Airlines j.s.c. will be transformed to a holding company which will become a majority shareholder of Smartwings j.s.c. whereas

- Czech Airlines will be in charge of the overall strategic management and steering of Smartwings – Czech Airlines group;
- Smartwings (QS-797) will become the sole operating company for the entire Smartwings – Czech Airlines group under QS-797 infrastructure.

This means that, **effective as from 27 October 2024, all flights** of the entire Smartwings – Czech Airlines group will be **operated under QS code & flight number** and sales in all distribution channels, including BSPs worldwide, will be conducted on **QS-797 ticket stock**. Flights under OK code & flight number will be operated until 26 October 2024 and OK-064 ticket stock will be available for utilization (STD issuance) till 26 October 2024.



### No Change for Customers

The above changes will not mean any significant changes to our common customers. We will continue promoting both airline brands (Smartwings, Czech Airlines), the current combined Smartwings – Czech Airlines network will remain unchanged with all flights newly being operated under QS code and flight number. The existing already fully unified customer proposition on all scheduled flights of our group will be available in all existing distribution channels, including BSPs worldwide, as so far.

### Action Needed from Cooperating BSP Agents

You are kindly requested to follow the **new recommended practice on when to use QS-797 and OK-064 ticket stocks** when issuing STDs on scheduled flights of the Smartwings – Czech Airlines flights as outlined above and **update the internal settings for the usage of relevant ticket stock in your booking platforms/engines**.

### You don't need to worry

- We will take care of all necessary technical settings in GDSs (schedules, availability, fares, including allowed ticket stocks, activation/deactivation of the applicable ticket stock, etc.) in due time;
- OK-064 documents issued in all distribution channels, including BSPs worldwide, for flights on/after 27 October 2024 will be reissued onto QS-797 documents by Smartwings/Czech Airlines helpdesk and sent to you and/or the customer;
- You will be able to file Refund Applications in respect of both QS and OK documents also after 27 October 2024 through BSP Links of both QS and OK using the standard procedures.

In case of any questions or doubts, please feel free to reach out to your dedicated account manager at our respective airlines or contact us using the generic contact details published in BSP Link.

Thank you for your understanding and we look forward to our continued successful cooperation under the new setup of Smartwings – Czech Airlines group.

Your Smartwings and Czech Airlines Team

Prague, 25 June 2024