

MED-VIEW AIRLINE BOOKING POLICIES AND PROCEDURES FOR TRAVEL AGENTS

Med-View Airline, the Low Cost Carrier of Nigeria, is hosted in the Videcom Reservation system.

Agency Registration

Travel Agents must be approved and granted access to Med-View Airline travel agency portal.

Current and Licensed travel agencies will need to register the agency and agent online at www.medviewairline.com/LoginAgent.aspx and email a copy of the Travel Agency's letterhead showing their address, phone number, agency email address and fax number; a copy of your IATA certificate letter and/or Certificate of Registration with Corporate Affairs Commission and name of travel agency manager or owner to agencysupport@medviewairline.com

a. Travel Agency booking portal

The Travel Agency portal is reached at www.medviewairline.com home page

b. Adding an Agent to an existing registered travel agency.

Please select the “Agent Registration” tab on the Travel Agent Portal welcome page and complete all the required fields (indicated with an asterisk).

c. Resetting Password

Your agency user id is your Agency Registration Code number without any spaces or dashes. Your agent user id is what you make up when you initially register as an agent. Your password is whatever you made up the first time....if you are having issues with your password please choose to reset the password and a new password will be sent to the email address associated with the account. You will have to choose a new password which must be at least 6 characters in length.

d. Benefits of registering

You can register your agency by clicking on the “Travel Agents” link on our home page and following the simple self - registration instructions. By booking through the agency sales portal you will enjoy:

1. Lower fares than are available through the GDS
2. The ability to book promotional and discount coupons when we offer them
3. The ability to use corporate credit cards for passengers without triggering our credit card show security requirement at the airport.
4. Appreciable discount on sales

Deposits and Discounts

Access to travel agency portal is on Pre-paid basis. Travel agencies will be required to make initial deposits to Med-View airline in order to gain access to its portal and make sales. Commission will be paid to travel agencies based on the amount of deposit as indicated below;

Deposit (=N=)	Discount (%)
i. 200,000 - 500,000	5
ii. 1,500,000 - 3,000,000	7
iii. 3,500,000 and above	10

Managing Travel

Consumers and/or Travel Agents can use the Med-View Confirmation Code and visit www.medviewairline.com under the Manage My Booking tab in order to make the following changes to their booking

- pre-purchase checked or carry-on baggage
- select specific seat assignments

- change or cancel existing reservations

Fees and or fare differences may apply to these options as indicated at www.medviewairline.com Within 24 hours of travel, consumers can use their Medview Confirmation Code and visit www.medviewairline.com under the Manage My Booking tab to

- check in online
- print boarding passes

Booking Related Details

Changes / Modifications

Changes and or modifications conducted within a day of the original booking being made will not incur any fees or charges (except in the case that there is a fare difference required) for the change or modification.

a. Refunds

Most of our published fares are non-refundable, only our Full Economy and Business class fares are refundable. Travel Agents may request a refund for any online booking by contacting agency-support@medviewairline.com within 24 hours of the booking creation. We will only refund the PNR less applicable charge by crediting your account with the residual value.

Upon cancellation or failure to operate a scheduled flight by the Airline or where the Airline ceases to operate a route, the travel agency shall be entitled to **FULL REFUND** of monies paid for such unused booking(s)/ticket(s) within three (3) days. The sum due as refund to the company shall be credited directly into the travel agency's account with Med-View and the Med-View shall notify the travel agency of such refund.

b. Travel Agents can make changes and/or modifications via www.medviewairline.com

c. In case of refunds for unused tickets, any remaining balance of the unused ticket will be put on a Reservation Credit.

d. Customers must pay the applicable change fee plus any fare difference whenever they are making any modifications to their reservation.

Child Fares / Infant-in-lap / Unaccompanied Minors

The rate for Children and Infants are 75% and 10% of the applicable adult fare.

Med-View Contact

Telephone: 234 - 1 - 295 2168

E-mail: agencysupport@medviewairline.com should be contacted for the following issues:

- PNR Voids
- Refund Requests
- Fare Problems
- Non-confirmation of payments after funds deposits

Please include in your email request:

- Record Locator
- Action requested

General Reservations 01 - 4533 716 can be contacted for the following issues:

- General Questions
- PNR Confirmations

- All PNR Modifications
- Schedule Change Confirmation/Modification
- Customer Service Issues
- Questions on Taxes and Fees
- Flight Information
- Travel Policies and Procedures

Group Sales

Any group consisting of 10 or more traveling on the same itinerary can book through Med-View's Group Sales. Email them at groups@medviewairline.com or visit www.medviewairline.com and click on "Group Travel" at the bottom of the page. Fill out the Group Travel form and submit a request and a Group Sales Specialist will respond within 72 hours.

Credit Cards

Med-View Airline accepts the following credit cards for its electronic ticket:

- Master Card
- Visa

Fare Information

Most fares on Med-View Airline are non-refundable. Changes in the date(s) or flight(s) may be made prior to the departure of any flight segment online or by contacting Med-View Airline directly at 08075492326 or through the Manage My Booking portal on the home page at www.medviewairline.com . A change fee typically applies.

If available, such changes will be made subject to any increase in the fare for the new flight segments. Tickets may also be subjected to a service fee per person if the change

is made at www.medviewairline.com or via our Reservation Center. Other restrictions may apply.

Med-View does NOT offer discounted fares for military or government. All fares must be booked as appropriate.

Fare Rules

In order for a fare to be considered valid all associated fare rules must be adhered.

Forms of Payment Accepted

Bookings made via the Travel Agent portal on www.medviewairline.com, are only paid for through the initial deposit made by the Travel Agency.

Frequent Flier Program

Med-View Airline's frequent flier program **BLUE FLIERS** can only be managed by the frequent flier themselves on our website. Reservations will be holds on our website Bookings in the following manners.

Bookings made within 24 hours of scheduled flight departure may require instant payment at the time of the booking creation.

A valid form of payment may be required to be in the PNR prior to ending the transaction. PNR's made within 24 hours of scheduled flight departure will not be put on 24 hour hold but 12 hours only.

Manage My Booking

The "Manage My Booking" section of the www.medviewairline.com website allows consumers or Travel Agents to use Med-View confirmation codes to access their reservation in order to

- pre-purchase carry-on or checked baggage
- acquire advanced specific seat assignments

- check-in online
- print boarding passes
- change, cancel or modify existing reservations (modifications and changes also supported via the GDS).

Note that fees and or fare differences may be applicable; please check our optional fees page at www.medviewairline.com or help FAQ sections for fee information. All pre-purchased baggage and seats will be required to be purchased with a credit card. No other forms of payment will be accepted for baggage and/or seat purchases online.

Name Changes

Name changes are not allowed

Name corrections are allowed up to 3 characters

Misspellings are handled on a case by case basis contact agency-support@medviewairline.com

Password Resets

To reset your Travel Agent ID password, please visit <http://www.medviewairline.com/LoginAgent.aspx> and click on the “forgot password?” link and follow the instructions. A temporary password will be emailed to the agency profile email address. Should you not receive a new temporary password via email please email agency-support@medviewairline.com with your IATA/ARC number (user id for agent access).

Schedule Changes

Upon implementation of a schedule change by Med-View a message (ASC via TTY) will be generated to the booking agency for action. Agents must action the message to synchronize the PNR with the internal Med-View reservation. Once updated the new schedule information can be passed on to the customer, ensuring they have the most up-to-date travel information. All reservations impacted by a schedule change are queued to the booking agent’s general queue for action.

Seat Assignments

All bookings made on www.medviewairline.com have the ability to select seats in advance during the initial booking process. Med-View Confirmation Code and customer last name is used to access the “Manage My Booking” section of www.medviewairline.com to make advance seat assignments.

Additionally, for all bookings customers can print their boarding passes via the website using the “Check In” section of www.medviewairline.com within 1 to 24 hours of flight time. ~~Customers choosing not to pre-purchase seats will have one randomly assigned to them at check-in at the airport for free.~~

If a customer requires 2 seats -an additional seat must be purchased. Book through the Travel Agency Portal on www.medviewairline.com only

Taxes & Fees

Taxes and fees are included in the quoted airfare and a complete breakdown of taxes and fees can be found at several points during the booking process on www.medviewairline.com

Lost boarding pass

- A fee may be assessed to those passengers that lose their boarding passes prior to boarding their flight.