



Main Cabin Basic Reference Guide

For Agency Partners

September 23, 2019

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Fare Summary

Main Cabin Basic is a new product choice for guests who elect to forgo certain travel services such as advance seat assignment, the ability to make ticket changes or the option to cancel and obtain refunds, board early or upgrade, in exchange for the lowest-price fare.

Hawaiian Airlines will continue to offer its Main and Premium Cabin fares for guests who value more flexibility and travel services.

With the Main Cabin Basic fare product, guests will continue to experience our authentic Hawaiian hospitality including complimentary meals and in-flight entertainment. Main Cabin Basic guests will still earn HawaiianMiles on all our flights (one mile earned per mile flown).

The Main Cabin Basic product will include some restrictions, such as:

- No advance seat selection available prior to check-in.
- No guarantee that parties of two or more will be seated together.
- No changes, upgrades or refunds allowed.
- No combination with other fare types allowed on the same itinerary.
- Boarding in the last zone unless otherwise eligible to board earlier.
- Only available on Hawaiian Airlines-operated and ticketed flights.

Functional Info

- Main Cabin Basic will be published to the marketplace through all GDS partners.
- Main Cabin Basic will be available for sale on select routes starting September 23, 2019, for travel beginning October 21, 2019.
- Main Cabin Basic fares can be identified through several ways:
 - The Reservation Booking Designator (RBD) / Class of service is **'U'**.
 - The **7th character of the Fare Basis Code is 'B'** for Hawaiian Airlines-issued tickets.
 - The Brand ID is denoted as **'MB'**.
 - "MAIN CABIN BASIC" will be displayed on the Hawaiian Airlines boarding passes.

- Main Cabin Basic fares can be purchased for one-way, round-trip and multi-city travel provided all segments are Main Cabin Basic.
- Main Cabin Basic fares will not be combinable with other fare types on the same itinerary.
- Main Cabin Basic fares are not eligible to upgrade their ticket to Extra Comfort, Preferred Seat or Business/First Class. Main Cabin Basic is not eligible for upgrades or bidding for First Class upgrades through our Bid-up program.

Fare Display

Agencies can work with their respective GDS partners to “suppress” or “inhibit” Hawaiian Airlines Main Cabin Basic fares from displaying in the search results, including low-fare finding results. It is highly recommended to reach out directly to your GDS partner to guide you on inhibiting fares.








If an agency chooses to not do any programming and a Main Cabin Basic fare is available, chances are it will display as the lowest available fare. Please ensure you validate the rules and restrictions to ensure you provide the guest with all the fare conditions.

Communicating Fare Conditions

It is important customers are messaged clearly and correctly when selecting Main Cabin Basic fares and finalizing their purchase. Hawaiian Airlines has worked with the GDS and distribution partners to ensure all partners have the correct messaging and verbiage to communicate the fare restrictions.

Like baggage fees, it is the responsibility of the booking agent to properly disclose the conditions of Main Cabin Basic to the traveler, as stated in the Hawaiian Airlines booking and ticketing policies regarding branded fares. When selling fares, don't forget to clearly communicate to the customer the restrictions that come with the Main Cabin Basic fares before the purchase is finalized.

Fare Product Comparisons

	Main Cabin Basic	Main Cabin
 Allowed 1 free carry-on bag + personal item	✓ YES	✓ YES
 Select a seat before check-in	⊘ NO	✓ YES
 Select seats together for a family or companion	⊘ NO	✓ YES
 Earlier access to overhead bins	⊘ NO	✓ YES
 Change flight	⊘ NO	✓ YES*
 Upgrade to Extra Comfort or First Class seats	⊘ NO	✓ YES
 Earn bonus mile for HawaiianMiles	⊘ NO	✓ YES

* Fees may apply.

Seats

- With Main Cabin Basic, seat assignments are not available when booking the flight. Guests will be able to select a seat when they check in for their flight (as early as 24 hours prior to departure) or will be assigned to the guest at the gate.
- Because seats are assigned at check-in, starting 24 hours prior to departure, we cannot guarantee the family members will be able to sit together. If this is an important travel service, we recommend that our guest select another fare option with less restrictions.
- Main Cabin Basic guests without a seat assignment at check-in will be assigned a seat at the gate.

Check-in

- Main Cabin Basic guests will follow the same check-in process as Main Cabin guests. If you do not have a seat assignment on your boarding pass, you will still be able to proceed through the security checkpoint.

Baggage

- All the standard checked baggage rules and fees apply.
- Main Cabin Basic passengers may carry on 1 bag and 1 personal item. Read more about our carry-on policy at HawaiianAirlines.com.



Main Cabin Basic Fare Product

Additional Resources

Main Cabin Basic Product Information: [HawaiianAirlines.com/MainCabinBasic](https://www.hawaiianair.com/MainCabinBasic)

Main Cabin Basic FAQ: [HawaiianAirlines.com/MainCabinBasicFAQ](https://www.hawaiianair.com/MainCabinBasicFAQ)

Travel Agent Website: [www.HawaiianAirlines.com/TravelAgent](https://www.hawaiianair.com/TravelAgent)

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