

AGENCY DEBIT MEMOS (ADM) POLICY

Effective 1 August 2017

Introduction

Ellinair (EL) Agency Debit Memo (ADM) Policy is intended to make clear to BSP accredited travel agents (Agent) the circumstances under which ADMs will be issued and the frame in which the EL applies.

An ADM will be issued to notify the Agent that, unless evidence exists to the contrary, the Agent owes the Airline the amount shown on the ADM for the reasons indicated below.

EL ADM applies to all GDS users: accredited travel service suppliers.

ADMs will be processed through BSP within twelve months of the final travel date or, when the final travel date cannot be established the expiry date of the travel document or in the case of Refunds within twelve months of the BSP remittance date. For interline tickets where EL operates at least in one leg, ADM can be issued during 12 months of the final travel date. Passive bookings are not allowed at any interline bookings, except for prior approval from EL.

1. EL policy

1.1. EL will issue an ADM to collect amounts or make adjustments to agent transactions related to the issuance and use of EL traffic documents, issued by, or at the request of the Agent, regardless of which airlines are included in the itinerary of the **EL** traffic document. An ADM may also be used to collect amounts where a traffic document has not been issued, if agreed with the Agent, for example, deposits for group sales.

1.2. An ADM will represent a single charge or multiple charges if the reason for the charge is the same. Different ADM type-charges will not be included in the same ADM.

1.3. EL will include details and, where appropriate, supporting documentation to make clear the reason why a charge is being made in an ADM.

1.4. EL will provide the Agent with the contact details of EL, which the Agent can contact to discuss the ADM or the contact details of a representative.

2. Refunds

2.1. To adjust refunds, an ADM will only be issued within twelve months of the BSP remittance date on which the document was settled. For any charge due beyond this period, EL will agree with the Agent bilaterally for the ADM charge.

3. Disputes

3.1. EL complies with local BSP procedures in providing Agents with a minimum period of time to review any ADM and dispute it.

3.2. If an Agent disputes an ADM through BSP Link, EL will investigate and contact the Agent.

3.3. If an Agent disputes an ADM before billing:

A. Agent should send an e-mail.

B. EL will investigate provided evidence and communicate decision to the Agent within 30 days after dispute receiving. Any dispute should be addressed with no more than three ADMs. Any additional ADM may have additional charge from EL side.

4. Agency Best Practices

The Agent should:

4.1. Not dispute an ADM where the reason is valid and evidence to the contrary is not available. EL has the right to contact the GDS for further investigation and confirmation.

4.2. Raise all disputes within the BSP dispute period in accordance with Resolution 850m. The travel agent should dispute the amount within 15 working days from the date of issuance. EL suggests the ADM submission to be included in the same billing period. In case the Agent has monthly remittance with IATA, the ADM could be included in the next calendar month.

4.3. Ensure that when an ADM is disputed the claims are detailed and well justified.

4.4. Ensure that the contact details (phone numbers, fax numbers and email addresses) for the Agent are up to date in BSP Link.

ADM Category	ADM Subject	Amount, EUR (equivalent in local currency)
1. Administrative fee	An Administrative fee for processing one ADM document. If ADM is canceled by EL for commercial reasons, Administrative fee will be paid in any case by the Agent.	10 EUR
2. Minimum ADM amount	Minimum amount of one ADM document of any type, excluding administrative fee.	10 EUR
3. Terms of fares use	In case of issuance and (or) re-issuance of a Ticket: Improper use of fare with fare rules violation: period of validity, season, number for permitted stopovers, rules of fares combination and so on.	The difference between the fare that corresponds to the terms of routing and the applied fare.
4. Booking classes	In case of issuance and (or) re-issuance of a Ticket: Improper use of the fare with booking class	The difference between the highest published fare in the relevant service class and the applied fare. In case of improper and multiple re-issued tickets, 2 EUR

	violation.	charge would be applied per re-issued ticket number.
5. Airport taxes	Improper use of airport taxes and other fees.	The difference between the amount of taxes/fees that meet the criteria of carriage and the taxes/fees amount that was applied.
6. Same day cancellation policy (VOID ticketing)	<p>EL accepts same day cancellation ticket only to specific booking classes (refer to www.ellinair.com).</p> <p>Any violation of this rule, results in ADM issuance the next calendar month.</p> <p>Void is not permitted for same day issuance in case of non show.</p> <p>Void is not permitted in all booking classes within 3 hours (or less) prior departure</p>	Charge equals the whole fare.
7. Ticket refund	<p>EL accepts refund request only through BSP link refund application. No other refund channel is permitted, unless prior EL's approval</p> <p>In the case of refund for unused or partially used tickets: Calculated amount of the refund does not correspond to the rules of the applied fare rules.</p>	<p>Refund Administrative fees apply.</p> <p>The difference between the amount of the refund in accordance with the rules of the applicable fare and applied calculation of the refund.</p> <p>All fields of Refund Application should be completed by the travel agent. Otherwise, Administrative fee would be applied.</p>
8. Re-issuance	Re-issuance of the Ticket without applying the correct change fees, wrong fare calculation of the new fare.	Amount of the penalty in accordance with the fare rules, recalculation to a higher fare.
9. Discounts	<p>Improper use of a special fare (fare with discounts, including age, corporate, confidential, sea, tour operator discounts, etc.), as follows:</p> <p>Any lack of approval of the applied discount on the ticket;</p> <p>Specifying the incorrect amount of discounts (TP, KK and others) or absence of appropriate discount suffix in the fare basis;</p> <p>Absence of an appropriate information in the name field of the ticket (INF, CH, ZZ, CD, DOB), number</p>	<p>The difference between the applied fare and corresponding published fare in same booking class.</p> <p>If the applied fare doesn't correspond to the published fare directly, upgrade should be made till the next higher published fare in the appropriate service class or according to the airline's class hierarchy.</p>

	<p>of diplomatic card (DD) in the Endorsement field or lack of any other discount information in the endorsement field or other fields that can be required by EL rules;</p> <p>Applying of unreasonable discount.</p>	
10. Commission	<p>Mistaken commission recalculation from the Agent could be requested only on the monthly production.</p>	<p>The difference between the amount of commission applied and the amount of commission that meets current Agency Agreement or the Annexes to the Agreement.</p> <p>Administrative fee is applied.</p>
11. Multiple / fictitious bookings	<p>Double or multiple bookings for the same passenger who logically can not take a trip on the booked route.</p> <p>Check daily your queues and ascertain that all the PNRs do not contain segments that you don't need. All the segments with the status code HX / UC / UN / US / NO should be deleted from the PNR always by using the right cancellation codes which are the following:</p> <ul style="list-style-type: none"> - 'XK' for SABRE, Galileo and Worldspan - 'DL' or 'ERK' for Amadeus 	<p>10 EUR per passenger/segment if the booking/fictitious is in the same PNR.</p> <p>20 EUR per passenger/segment if the multiple/fictitious booking is in different PNR</p>
12. Test bookings	<p>Creating test booking in favour of fictitious names for fare calculation, services verification with the purpose of education and so on.</p> <p>The test bookings could be done only after EL's approval for flights not earlier than 24 hours prior departure and must be cancelled the same day.</p>	<p>20 EUR per passenger/segment if the test booking would not be cancelled at least 24 hours prior departure and not after EL's approval</p>
13. Unproductive segments	<p>In case of any changes in the status of the booking segments (including schedule changes) by the carrier (less than 24 hours before departure), cancellation of the booking segments with codes HX, UN, UC, NO, SC, TK, US, PN, WK was not made by the Agent.</p> <p>In case of the ticket cancellation/refund PNR was not</p>	<p>10 EUR per passenger/segment</p>

	<p>canceled.</p> <p>Check daily your queues and ascertain that all the PNRs do not contain segments that you don't need. All the segments with the status code HX / UC / UN / US / NO should be deleted from the PNR always by using the right cancellation codes which are the following:</p> <ul style="list-style-type: none"> - 'XK' for SABRE, Galileo and Worldspan - 'DL' or 'ERK' for Amadeus 	
14. Inactive segments	The use of passive segments or segments with any status except HK for Ticket issuance in the case of absence of seats in GDS.	50 EUR per passenger/per segment
15. Cancelled bookings	<p>EL fully understands the cases where bookings could be cancelled. However, the percentage of cancellations over the total number of bookings, should not exceed the below thresholds:</p> <p>For bookings more than 200 per calendar month: maximum cancellation percentage allowance is 45%.</p> <p>In case of multiple violation of this rule, within a calendar year, EL has the right to increase the ADM charge without prior notice to the Agent.</p>	<p>0.5 EUR per exceeding cancellation.</p> <p>(ADM issuance the next calendar month)</p>
16. Contacts	PNR doesn't contain direct passenger contact information or contact information of authorized person available 24/7 for carrier flight irregularity direct communication. Sufficient contact information is a mobile telephone number and e-mail. EL sends notifications to the PNR's issued by Travel Agents and travel agents should respond as soon as possible and inform the passenger.	The charge equals the total refunded amount to the passenger.
17. APIS / DOCS	PNR doesn't contain mandatory information about API (Advanced Passengers Information) for required destinations or has invalid, mistaken API in	200 EUR per passenger/per segment for invalid, mistaken API information.

SSR field.

EL strongly recommends to request valid travel documents from the passengers during the booking procedure.
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ПОЛИТИКА ГЛОБАЛЬНОЙ ДИСТРИБУТИВНОЙ СИСТЕМЫ

Сбор за неявку пассажира к вылету

Неявка пассажиров к вылету по маршрутам авиакомпании Ellinair влечет за собой дополнительные затраты на эксплуатацию нашей компании, в связи с созданием свободных мест на наших рейсах. С 20.06.2016 года применяется следующая политика:

- Сбор за неявку пассажира к вылету по категориям бронирования Y, M:

Возвращение денежных средств разрешено до отправления рейса. В случае неявки пассажира в аэропорт взимается плата в размере 50,00 евро (или эквивалентная сумма в долларах США).

- Сбор за неявку пассажира к вылету по остальным категориям бронирования:

В случае неявки пассажира в аэропорт взимается плата в размере 40,00 евро (или эквивалентная сумма в долларах США).

Процедура недействительности билетов

Процедура недействительности (отмены) билетов возможна только в тот же день и только по тарифам, условия которых позволяют это. Для остальных тарифов, по которым не предоставляется такая возможность, предусмотрен процесс выставления счетов посредством BSP в виде ADM по каждому тарифу.

Надлежащее управление системами бронирования

Отмечаем необходимость надлежащего управления бронированиями, и предоставляет инструкции о верном управлении системами бронирования.

1. QUEUES: Внимательно рассматривайте ежедневно ваши Queues, и убеждайтесь, что все данные пассажира не содержат сегментов, которые вам не нужны.

Все сегменты с кодами HX / UC / UN / US / NO должны быть удалены из данных, всегда используя правильные коды для отмены, а именно:

- 'ХК' для SABRE

- 'DL' или 'ERK' для Amadeus

- 2. Не используемые сегменты:** освободите места, которые вас не интересуют. Отмены и удаления сегментов должны быть сделаны как можно скорее и не позднее, чем за один день до даты вылета.
- 3. Классы бронирования:** Всегда используйте правильный класс бронирования, который соответствует соответствующему тарифу.
- 4. Отдельные данные пассажира:** Не создавайте отдельные данные пассажира для того же пассажира по тому же маршруту. Используйте те же данные для исходящих и входящих броней. Соблюдайте маршрут полностью по одним и тем же данным.
- 5. Данные пассажира с несколькими маршрутами:** Данные пассажира должны содержать только брони, связанные с парами назначений по одному и тому же путешествию и билету. Не следует создавать в тех же данных пассажира бронь по различным, а также альтернативным маршрутам, связанным с отдельным возвращением и другим билетам.
- 6. Отмена и повторная бронь (повторяющиеся данные пассажира):** Не разрешаются многократные отмены и повторные брони по одному и тому же пассажиру.
- 7. Предельная продолжительность билетов:** Соблюдайте временные ограничения и правила, регулирующие категорию каждого тарифа.
- 8. Полные данные пассажира:** Не создавайте данные пассажира в информационных целях в отношении маршрутов и цен. Вы можете получить информацию об этом без завершения брони, нажимая на "Завершение сделки" в данных пассажира.
- 9. Пассивная броня:** Бронь с пассивными кодами (AK AL PK PL MK GK GL BK BL и т.п.) допускается только для целей продажи билетов, когда у вас нет доступа к исходному бронированию. Убедитесь, что новая пассивная броня абсолютно соответствует первоначальной по следующей информации: имя пассажира, класс бронирования, номер рейса, дата, статус бронирования.
- 10. Классы бронирования и выдача билетов:** Не создавайте бронирование по одному классу бронирования, и выдачу билета по другому классу бронирования.
- 11. Мульти GDS пользователи:** Если вы являетесь подписчиком более чем одной GDS, используйте те же GDS как при бронировании, так и при выдаче билетов.
- 12. Бронирование листа ожидания:** Обратите особое внимание на создаваемые листы ожидания, и отмените те сегменты, которые не могут быть подтверждены.
- 13. Двойная бронь:** Не создавайте двойное бронирование по какой-либо причине для одного и того же пассажира.