

# Booking, Ticketing and ADM Policy by JP

Dear Agent,

Adria Airways's Booking and Ticketing Policy targets to improve the quality of inventory, ensure sales availability, reduce unnecessary distribution costs, encourage better booking practices and good cooperation with agents.

Practices of agencies must be in line with this policy and with but not limited to IATA Passenger Agency Conference Resolutions 830a (Consequences of violation of Ticketing and Reservation Procedures), 830d (Reservation Procedures for automated accredited Agents) and 850m (Issue and processing of Agency Debit Memos (ADMs)).

Adria Airways monitors transactions in order to detect booking and ticketing violations.

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# 1. Booking policy

Violation of booking practices is strictly prohibited, including but not limited to:

## 1.1 Speculative and fictitious bookings

It is prohibited to make speculative and fictitious bookings not directly related to a request from a passenger. Bookings made solely to satisfy GDS productivity requirements and gain GDS incentives are not permitted under any circumstances.

## 1.2 Passenger name element requirements

The full name, surname and given name of the passenger must be used in the PNR name element and they have to be inserted exactly in the same format as in the passenger's legal travel document.

Name changes are not permitted.

## 1.3 Training and test bookings

It is prohibited to create active segments for the purpose of e.g. pricing only. Other pricing options are available in GDSs and agencies are responsible for providing training for their personnel.

## 1.4 Duplicate bookings

The creation of duplicate bookings by the same GDS subscriber is prohibited. This includes:

- itineraries for the same passenger that cannot be logically flown
- duplicate bookings in different GDSs.

## 1.5 Duplication of space within the same PNR

Creating duplicate confirmed segments within the same PNR is prohibited. In case of confirmed waitlisted segment, the booking office is responsible for cancelling the segments that are not required by the passenger immediately or latest within 24h.

## 1.6 Fictitious or previously used ticket numbers

Only electronic tickets are accepted. It is strictly prohibited to manually insert a fictitious or previously used ticket number that does not match with passenger and existing itinerary in the PNR. All PNRs with fictitious or previously used ticket numbers will be cancelled.

## 1.7 Churning

Repeatedly cancelling and rebooking within the same or different booking class to clearly circumvent ticket time limit or to hold inventory is strictly prohibited.

## 1.8 Unticketed no-show

Agents are responsible for cancelling any unticketed bookings. Bookings must be ticketed according to applicable Fare note ticket time limit.

If segments are not ticketed (in accordance to Fare note ticket time limit) latest on the day of departure of the first segment, the penalty will apply.

Agents are responsible to cancel flight segments after ticket voidance or refund, or else segments are considered unticketed and penalty will apply.

### **1.9 Inactive segments**

All inactive segments with status HX, UN, NO, US and UC must be removed latest 24 hours before departure by agent. Agent is responsible for managing their queue flow.

### **1.10 Incorrect booking class**

The booking class must correspond to the fare and the fare rule for the entire itinerary.

### **1.11 Married segment control manipulation**

Married segments may be offered at a different level of availability than if the segments were sold separately. Married segments may not be separated by violating or manipulating GDS/CRS system in order to circumvent Married Segment control.

### **1.12 Back to back ticketing**

Usage of flight coupons from two overlapping round trips to circumvent applicable fare rules (e.g. minimum stay) in order to get lower fare is not permitted.

### **1.13 Responsibility of providing passenger's contact / informing passenger**

Agents must provide accurate passenger's contact information in PNR's contact element.

Agents are responsible to inform passengers of any schedule change, flight cancellation or other exceptional circumstance upon receiving such information from Adria Airways via GDS queue, being official communication tool between airline and agent.

In order to ensure smooth co-operation in such event the communication with passenger is expected to be marked to PNR.

### **1.14 Passenger data**

Agent must comply with applicable government regulations and requirements and provide customer security information on PNR as required.

## **2. Ticketing policy**

Violating ticketing practices is strictly prohibited, including but not limited to:

### **2.1 Failure to collect rebooking fees and reissue ticket**

Change and/or upgrade fee(s) and/or fare difference(s) amount must be collected at the same time the booking is changed or latest within following 24 hours. No further changes are allowed before fees for the first change of reservation have been properly collected.

Making an amendment to a booking that has previously been ticketed without reissuing is prohibited. The ticket shall reflect the new itinerary. The applicable rules are described in the fare note.

### **2.2 Immediate ticket voiding**

It is prohibited to issue and immediately void a ticket to circumvent the ticketing requirement. If a ticket is voided and a new ticket is not issued immediately all related segments must be cancelled in the PNR.

### **3. Fees and actions for non-compliance**

#### **3.1 Fees**

Failure to adhere to these policies will result in following fees:

|  |   |
|--|---|
| <b>Non-compliance to any listed policy 1.1.-1.14 and 2.2, except 1.8</b>           | <b>50 EUR per passenger / PNR (whichever applicable)</b>  |
| <b>Non-compliance to Unticketed No Show policy 1.8.</b>                            | <b>10 EUR per passenger per segment in unticketed PNR</b> |
| <b>Non-compliance to Failure to collect rebooking fees and reissue ticket 2.1.</b> | <b>Applicable rebooking fee as per Fare note</b>          |
| <b>Administration Fee</b>  | <b>10 EUR per ADM</b>                                     |

#### **3.2 Agency debit memo (ADM)**

Incompliance to fulfill Adria Airways's booking and ticketing policy will result in sending ADM to the agent with the value according to the above policies and listed fees for non-compliance.

#### **3.3 Inhibiting access to Adria Airways's reservation system and ticketing**

For any agent that does not comply with this policy Adria Airways reserves the right to:

- inhibit agent's access to its Reservation system and / or
- withdraw agent's ticketing authority.