

# BRUSSELS AIRLINES

---

## Booking and Ticketing Policies

### Guidelines for Travel Agents and Travel Consultants

Edition 4.0, September 2014

|           |  |           |
|-----------|--|-----------|
| <b>1.</b> | <b>BRUSSELS AIRLINES ADM POLICY .....</b>  | <b>3</b>  |
| 1.1.      | ADM PRINCIPLE .....  | 3         |
| 1.2.      | ADM CALCULATION & MINIMUM ADM VALUE .....  | 3         |
| 1.3.      | ADM ADMINISTRATIVE FEE .....   | 3         |
| 1.4.      | ADM SETTLEMENT .....   | 4         |
| 1.5.      | ADM DISPUTE HANDLING/ACM ISSUANCE .....  | 4         |
| 1.6.      | ADM REASONS .....  | 4         |
| 1.6.1.    | <i>Fare &amp; Exchange Audit</i> .....   | 4         |
| 1.6.2.    | <i>Refund Audit</i> .....  | 4         |
| 1.6.3.    | <i>Subclass Abuse Audit</i> .....  | 4         |
| 1.6.4.    | <i>Plating Violations</i> .....  | 5         |
| 1.6.5.    | <i>Baggage Allowance</i> .....   | 5         |
| 1.6.6.    | <i>Missing information (incorrect ticketing fee)</i> .....                           | 5         |
| 1.6.7.    | <i>Mishandling of schedule changes/flight cancellations</i> .....                    | 5         |
| 1.6.8.    | <i>Booking violations</i> .....  | 5         |
| 1.6.9.    | <i>Credit Card chargeback</i> .....  | 6         |
| 1.7.      | CONTACT INFORMATION .....  | 6         |
| 1.8.      | IATA RESOLUTIONS SUPPORTING THE ADM POLICY .....                                     | 6         |
| 1.9.      | GENERAL FLIGHT IRREGULARITY PROCEDURE SUPPORTING THE ADM POLICY .....                | 6         |
| 1.9.1.    | <i>Irregularity for passengers with SN/082 tickets on other airlines (OAL)</i> ..... | 6         |
| 1.9.2.    | <i>Re-booking priority principle</i> .....   | 7         |
| 1.9.3.    | <i>The following options can be offered to the passengers</i> .....                  | 7         |
| 1.10.     | GLOSSARY .....   | 7         |
| <b>2.</b> | <b>BRUSSELS AIRLINES BOOKING POLICY .....</b>  | <b>8</b>  |
| 2.1.      | INTRODUCTION – POLICY EXPLANATION .....  | 8         |
| 2.2.      | BOOKING GUIDELINES: RECOMMENDED DO’S AND DON’TS (NON-EXHAUSTIVE SURVEY) .....        | 9         |
| 2.3.      | NON-COMPLIANCE FEE(S) WILL BE COLLECTED FOR THE FOLLOWING VIOLATIONS .....           | 10        |
| 2.3.1.    | <i>Speculative/Fictitious Bookings</i> .....   | 10        |
| 2.3.2.    | <i>Administrative Bookings</i> .....   | 11        |
| 2.3.3.    | <i>Inactive Bookings</i> .....   | 11        |
| 2.3.4.    | <i>Married Segments</i> .....  | 12        |
| 2.3.5.    | <i>O&amp;D Bypass</i> .....  | 12        |
| 2.3.6.    | <i>Duplicate Bookings</i> .....  | 12        |
| 2.3.7.    | <i>Passive Bookings</i> .....  | 13        |
| 2.3.8.    | <i>Churning/High Cancellation Ratio</i> .....  | 13        |
| 2.3.9.    | <i>Unticketed No-Show and Segment not Cancelled after Refund</i> .....               | 13        |
| 2.3.10.   | <i>Hidden Groups</i> .....   | 14        |
| 2.4.      | BRUSSELS AIRLINES COMPENSATION FEES .....  | 14        |
| 2.5.      | LOSS OF ACCESS/TERMINATION .....   | 15        |
| 2.6.      | DEFINITIONS .....  | 15        |
| 2.7.      | IATA RESOLUTIONS SUPPORTING THE BOOKING POLICY .....                                 | 16        |
| <b>3.</b> | <b>BRUSSELS AIRLINES REFUND POLICY .....</b>   | <b>17</b> |
| 3.1.      | GENERAL REFUND RULES .....   | 17        |
| 3.2.      | NON-REFUNDABLE TICKETS .....   | 17        |
| 3.3.      | COMBINATION OF REFUNDABLE/NON-REFUNDABLE FARES .....                                 | 17        |
| 3.4.      | REFUNDING THE FUEL AND SECURITY SURCHARGE ON NON-REFUNDABLE FARES .....              | 17        |
| 3.5.      | REFUNDING THE OPTIONAL PAYMENT CHARGE (OPC) – OB FEE .....                           | 17        |

|        |  |    |
|--------|--|----|
| 3.6.   | PARTIALLY USED DOCUMENTS/REFUNDS .....           | 17 |
| 3.7.   | EXPIRED TICKETS .....                            | 18 |
| 3.8.   | INVOLUNTARY REFUNDS.....                         | 18 |
| 3.9.   | HOW TO APPLY FOR REFUND .....                    | 18 |
| 3.9.1. | <i>Direct Refund through GDS.....</i>            | 18 |
| 3.9.2. | <i>Refund Application via BSPlink (RA) .....</i> | 18 |
| 3.9.3. | <i>ARC Refund Process.....</i>                   | 19 |

## 1. BRUSSELS AIRLINES ADM POLICY

The Brussels Airlines ADM (Agency Debit Memos) policy stands in accordance with IATA Resolution 850m (Passenger Agency Conference Resolution Manual). All resolutions agreed by the Passengers Agency Conference will be applied.

### 1.1. ADM Principle

The objective of the audit process is to ensure that all fare rules and procedures are respected and in case of the contrary, to settle the difference in an adequate and logical way, equal for all distribution channels. Fare audit checks are performed on all SN/082- documents: tickets, refunds, reissues and revalidation transactions, whether they are fare quoted automatically or manually.

Agency debit memos are a legitimate accounting tool, used by all BSP Airlines to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Standard Traffic Documents issued by the Agent.

Alternative uses of agency debit memo may exist provided that consultation has taken place either individually with the Agent or a local representation of Agents, or through the applicable local joint consultative forum.

### 1.2. ADM Calculation & Minimum ADM Value

In case deviations from the rules are found during the audit process, Brussels Airlines will systematically generate ADMs reflecting the difference in value between the real applicable fare and the applied fare plus the ADM fee. (Except for those cases where fixed amounts apply)

The minimum ADM value is €5 or equivalent. In case of persistent practice of under-collection (multiple occurrences of under-payments of less than €5 or equivalent) by the same agent, Brussels Airlines reserves the right to recover these under-payments.

More than one ADM in relation to the same original ticket can be raised if different, unrelated charges apply.

Grouping of multiple tickets on one ADM can be allowed under conditions that the audit reasons are the same for all grouped tickets and all tickets are issued by the same agent. Grouping by refund errors is technically not possible.

### 1.3. ADM Administrative Fee

To cover the audit process costs, a fixed ADM administrative fee of €15 or equivalent is added to each ADM. The administrative fee will not apply to ADMs under the minimum ADM value. (Country specific exceptions may apply)

In the event that disputed ADMs result in withdrawal from BSPlink/ARC Memo Manager (for other than commercial reasons) by Brussels Airlines, the administrative fee will be refunded to the travel agent if already collected.

## 1.4. ADM Settlement

ADMs will be settled within nine months after the final travel date. Beyond that date, payment settlement will be handled directly between the airline and the agency.

- ADMs are issued via mass-upload into BSPlink
- ARC Debit Memos will be loaded in the ARC Memo Manager
- Non-BSP countries will receive an invoice

## 1.5. ADM Dispute Handling/ACM Issuance

Agents can dispute proposed ADMs directly via BSPlink or ARC Memo Manager with no financial consequences if supported by a valid dispute reason and/or supporting documents. Brussels Airlines will endeavour to handle a rejected or disputed ADM in a timely manner, within maximum 60 days. Should Brussels Airlines reject an agent's dispute, an explanation for this rejection will be provided to support our position.

In case of unjustified ADMs been issued by the airline or when an ADM requires corrections in favour of the agent, an ACM can be issued to that agent for the amount due.

## 1.6. ADM Reasons

### 1.6.1. Fare & Exchange Audit

All fares, fare rules and booking rules are subject to audit. Included, but not limited to this audit control is the correct application of:

- Fares & Fare conditions
- Taxes & Fuel surcharges
- Minimum/ Maximum stay, Advance purchase rules, Seasonality & Flight applications
- Booking class & Waitlisted segments
- Commissions & Discounts (if applicable)
- Stopovers & Transfers
- Rebooking fees, Recalculation of Re-issue / Rerouting

### 1.6.2. Refund Audit

Correct application of all refund rules must be adhered to. Included, but not limited to this audit control is the correct calculation of:

- The refunded amount, taxes & fuel charge
- The refunded commission amount (if applicable)
- The cancellation penalty (e.g. in case of no show)

↳ The correct refund procedures can be found in the *"Brussels Airlines Refund Policy"*.

Any refund outside the applicable fare rules, including flight irregularities (cancelled flights and/or schedule changes) must be requested via BSPlink by using a Refund Application (RA).

### 1.6.3. Subclass Abuse Audit

All tickets sold are audited on the correct application of the matching booking classes. In case subclass abuse is noticed, the agent responsible for causing this abuse will receive the ADM.

#### 1.6.4. Plating Violations

In case of plating violation, as per IATA Resolution 852, Brussels Airlines will charge a flat fee of €100 or equivalent per ticket. Specific market exceptions can be allowed under certain conditions only and if specifically authorised by Brussels Airlines.

↳ These exceptions must be reported to your local Brussels Airlines sales office or will automatically result in ADM.

In case of plating violation where OAL fare rules require plating on OAL documents, as stated in Cat. 15 (sales restrictions), the full YY-IATA fare will be charged.

#### 1.6.5. Baggage Allowance

In case incorrect or missing baggage allowance is shown on the ticket, the following principle will be applied for ADM settlement:

| Reason                              | Per direction               |
|-------------------------------------|-----------------------------|
| Higher baggage allowance is applied | Extra baggage charges apply |
| Baggage allowance is missing        | €50                         |

#### 1.6.6. Missing information (incorrect ticketing fee)

In case key ticketing identifiers (either typological or contractual information) are missing on the ticket, an “*Incorrect Ticketing Fee*” of €10 or equivalent will apply. Key identifiers are: tour code, ticket designator, date of birth, fare basis, etc.

May we also remind you that the Ticket Endorsement Box must **not** be used to dispatch any messages besides the mandatory information as per fare rules or as per country specific regulations.

#### 1.6.7. Mishandling of schedule changes/flight cancellations

The incorrect handling of schedule changes can result in unnecessary ADMs. To avoid these situations, it is recommended to keep the following information in mind:

- Schedule changes/flight cancellations on **SN Flights**

An automatic revalidation after schedule changes has been implemented on all Brussels Airlines tickets. In case a manual interference is required which is not in-line with the “*Brussels Airlines General Flight Irregularity Procedure*” or the “*SN b.informed newsletters/LH-Group Ticketing Waiver Policy*” communicated to the travel agency community, we recommend that you contact the Brussels Airlines service team to obtain a waiver.

- Schedule changes/flight cancellations on **other airlines’ flights**

It is mandatory to receive a waiver when other airlines’ flights encounter a schedule change.

#### 1.6.8. Booking violations

To the maximum extent permitted by law, non-compliant booking transactions shall be subject to ADM. Further details regarding these kinds of violations and compensation fees can be found in the “*Brussels Airlines Booking Policy*”.

### **1.6.9. Credit Card chargeback**

According to IATA Resolution 890, in case Brussels Airlines is debited by the credit card acquirer for a fraud case, a purchase rejection by the passenger or credit card misuse on a ticket issued by the agent, Brussels Airlines will charge the agent for the cost. The agent is responsible for checking the validity of the credit card and to ensure that the cardholder's signature is provided as well as ensuring that the card is accepted for payment by Brussels Airlines. Brussels Airlines reserves the right to issue an ADM in the name of the agent when there is abusive usage of a credit card and in connection with air transportation sale for any customer of the agent as detected.

### **1.7. Contact Information**

Contact your local Brussels Airlines sales office should you have further enquiries. The correct department or contact person with fax number, telephone number and/or email address is stated on the ADM.

✈️ All travel agents are requested to report any irregularities in their booking process or ticket to the local Brussels Airlines sales team in order to avoid ADMs.

### **1.8. IATA resolutions supporting the ADM policy**

IATA resolution 850m: Issue and Processing of Agency Debit Memos (ADM)s

IATA resolution 852: Designation and Selection of Ticketing Airline

IATA resolution 824: Passenger Sales Agency Agreement

IATA resolution 890: Card Sales Rules

IATA resolution 830a: Consequences of Violation of Ticketing and Reservation Procedures

IATA resolution 838: Change of Traffic Document by Agents

IATA resolution 049x: Fare Changes

IATA Travel Agents' Handbook

### **1.9. General flight irregularity procedure supporting the ADM policy**

The general procedure applies to TICKETED passengers and with confirmed bookings at the time of a flight cancellation and/or schedule change of a SN flight. This procedure applies to:

- SN/082 tickets (revenue tickets) and for SN operated flights.
- Other airline tickets (AOL) booked on SN operated flights.
- Passengers ticketed on code share flights operated by SN, provided that the coupon is closed on the coupon is closed on the (MC) Marketing carrier's flight number.

#### **1.9.1. Irregularity for passengers with SN/082 tickets on other airlines (OAL)**

It is allowed to involuntarily rebook SN082 passengers originally booked on a Brussels Airlines marketing flight number or OAL flight number to the new route but Brussels Airlines will not absorb any additional costs for possible extra tickets or hotel over-night stay due to flight connection failure not caused by Brussels Airlines (care as defined in Regulation (EC) No 261/2004 needs to be given by the operating carrier).

The original RBD must be rebooked, if not available, a higher RBD in the same travel compartment may be used.

If these passenger cannot be supported entirely the case shall be diverted to the operating carrier unless otherwise advised by a Brussels Airlines b.informed newsletter.

### 1.9.2. Re-booking priority principle

- Brussels Airlines operated flight
- LH/OS/LX operated flights
- STAR Alliance operated flights
- AOL

### 1.9.3. The following options can be offered to the passengers

**Option 1:** FREE REBOOKING on Brussels Airlines operated flights or on LH-group operated flights

- Pass Passenger's requirement should be respected where reasonable, e.g. earlier or later flights same day.
- Any change of reservation fee will be waived.
- Rebooking in the same or next available RBD in the same compartment.
- Verify SSR elements.

**Option 2:** INVOLUNTARY REROUTING on 3<sup>rd</sup> Carrier (IATA Resolution 735d)

This option should be used as a last solution for passengers who are not able to change their date of travel or if there is no alternative of providing satisfactory travel arrangements. SN/082 ticketed passengers may be booked on a 3<sup>rd</sup> carrier using the involuntary reroute procedure (IATA Resolution 735d).

- Only use SN interline partner and with preference for direct flights and with preference on only one 3<sup>rd</sup> (same) carrier.
- Lowest possible RBD available to be used.
- Endorsement rules to be observed.

**Option 3:** REFUND

Instead of a rebooking/rerouting, a refund option must be granted if, due to the irregularity, the journey becomes purposeless. This means cancellation in accordance with the EU Regulations EC261/ 2004. Always use Refund Application.

## 1.10. Glossary

|     |                                 |
|-----|---------------------------------|
| ADM | Agency Debit Memo               |
| ACM | Agency Credit Memo              |
| ARC | Airlines Reporting Corporation® |
| BSP | Billing and Settlement Plan     |
| OAL | Other Airline                   |
| RA  | Refund Application Authority    |

*Brussels Airlines reserves the right to amend, adapt and/or partially delete rules and fees in the Brussels Airlines ADM policy at any time.*

## **2. BRUSSELS AIRLINES BOOKING POLICY**

### **"BEST RESERVATION PRACTICES"**

#### **2.1. Introduction – Policy Explanation**

This Booking Policy sets forth procedures that must be followed when booking air transportation on Brussels Airlines. The Brussels Airlines Booking Policy applies to all GDS/CRS Subscribers including travel agents (IATA and non-IATA), Accredited and Non-Accredited Subscribers and Travel Service Providers as well as any entity accessing Brussels Airlines inventory via internet or any other electronic means. It is the responsibility of the GDS/CRS Subscribers to ensure that all its employees, agents and contractors, in all its locations are familiar with this policy, including any future updates. We hereby request all GDS/CRS Subscribers to make every effort to comply with these policy guidelines.

This booking policy enables Brussels Airlines to manage its flight inventories in an optimal manner. At the same time it enables Brussels Airlines to offer more seat availability to our travel partners and it aims to reduce check-in problems for our customers if transactions generated by the airline are processed correctly in the travel agent's PNR.

The Brussels Airlines Booking Policy has taken into consideration and complies with all industry standards, the IATA Travel Agents' Handbook (Code of Reservations Ethics) in which also the obligations of the travel agency are described, and IATA Resolutions 824 and 830a. As mentioned in paragraph 3.2 of IATA resolution 824, Brussels Airlines can provide travel agencies with its booking policy and travel agencies are obliged to comply with it. The IATA Resolutions are provided at the end of this document.

Brussels Airlines audits all transactions to identify non-compliance with its Booking Policy. If an agent has engaged in practices that conflict with Brussels Airlines' policies, then Brussels Airlines will inform the agent with documented evidence and may take appropriate measures. This will include the charging of compensation fees directly to the travel agent.

The applicable non-compliance fee will be collected through the BSP/ARC airline reporting channels via ADM or through an invoice in the case of non-IATA agents (please refer to the SN ADM Policy for details on this process). We kindly remind you that in the event of an ADM or invoice for any violation of the SN Booking Policy "Best Reservation Practices", an additional handling fee may be imposed on top of the violation fee.

Frequent violations of this Policy and/or failure to pay any outstanding fee(s) may result in the loss of access to view, book and ticket Brussels Airlines inventory.

Policy is subject to change without prior notice. Therefore it is under the responsibility of the Travel Service Provider to update its employees of the regulations.

## 2.2. Booking Guidelines: Recommended do's and don'ts (non-exhaustive survey)

The summary below should help the travel agent improve his work environment by eliminating non-productive activity, allowing him to work better and smarter. Please adhere to this list of acceptable booking practices:

- Do not create any fictitious bookings, testing or training bookings that block the airline's inventory in the live GDS environment.
- Do not use fictitious names, spurious or fake names, or names of famous personalities when there is no intent to travel.
- Do not create passive segments. SN supports "claim PNR".
- Never create any active (confirmed and/or waitlist status) or passive booking for the purpose of achieving productivity or incentive targets set by GDS.
- Do not create post-departure bookings.
- Do not create a booking without real demand.
- Use PNR search entries to ensure that the passenger is not already holding a booking.
- Do not create dupes/multiple alternatives for one trip/illogical itineraries.
- Do not create bookings that violate minimum connecting time requirements of individual airlines.
- SN Married Segment procedure:
  - Book according to passenger's travel pattern, i.e. Origin & Destination (O&D) from the current availability display. Multi-segment O&D's will be married automatically.
  - When rebooking, cancel the entire O&D and rebook all newly selected flight segments of a married O&D in one entry.
- After booking an O&D, segments are 'married'. It is not allowed to split the segments again.
- Complete the booking and the low fare entry in one transaction.
- Avoid no-shows: clear reservations that are no longer required, including waiting lists at least 24 hours prior to flight departure (where still possible).
- Clean the PNR promptly: delete all inactive segments (UN, UC, NO, HX) at least 24 hours prior to flight departure (where still possible).
- Take appropriate and timely follow-up action for any un-ticketed booking to ensure that there is no spoilage of airline inventory.
- Avoid repeated cancelling and re-booking of the same or different flight, class, date or route (known as churning) to circumvent ticketing time limits or for any other reason whatsoever.
- Avoid high cancellation ratios (= relation between booked and cancelled segments – overall activity).

- Adhere to ticketing time limit and ensure that booking is either ticketed or cancelled before expiry of ticketing time limit.
- Apply instant ticketing for bookings on date of departure.
- Report genuine ticket numbers which are valid for travel on associated PNRs.
- Always revalidate/reissue the ticket upon PNR/itinerary changes.
- Book and ticket a specific passenger itinerary within the same GDS.
- Provide customer's first and last names which are identical to the customer's passport (max. length of the PNR name field is 25 characters).
- Refrain from using OSI to "send" a question or reply to the airline: it will not trigger any action on the airline's side.
- Contact SN to check if name change is allowed.
- Avoid individual bookings for 10 or more passengers travelling together. Request an active group booking in your GDS/CRS.
- In compliance with IATA resolution 830d, travel agencies are required to notify all ticketed and confirmed passengers of any schedule change or flight cancellation immediately after receiving notice, action queues promptly and ensure that the passenger is notified of any changes to his or her booking as soon as possible.
- Provide passenger's email and/or mobile contact number through:
  - SSR SN CTCE and/or OSI SN CTCE
  - SSR SN CTM and/or OSI SN CTCMThis to facilitate flight disruption handling of customer due to delays, re-schedules, etc.
- Always include the contact of the group leader when a group PNR is created.
- In case of changes to itinerary/name in a passenger name record (PNR), it is necessary to re-request any special service requests from the original booking.
- The booking class in the PNR must be in accordance with the fare rule. The booking class on the ticket must match the class in the PNR.
- Do not book invalid booking classes (no fare). Do not book G class for individual PNRs.

### **2.3. Non-compliance Fee(s) will be collected for the following violations**

Brussels Airlines reserves the right to audit all booking transactions to identify non-compliant booking practices.

#### **2.3.1. Speculative/Fictitious Bookings**

Bookings (confirmed segments as well as waitlists) made in anticipation of a sale or for GDS productivity purposes where no definite passenger exists, where there is no intent for travel and/or which are not directly related to a request from a passenger to purchase a ticket.

- Post departure bookings
- Bookings made with fake names
- Illogical routing: itinerary with bookings illogical for passenger to meet such as multiple destinations, bookings with connections that depart before arrival of the inbound flight.
- Any kind of reservations made for a purpose other than actual ticket sales (intentionally blocked space).
- Booking not requested by a real passenger.
- Booking not cancelled immediately when passenger notifies Travel Service Provider of cancellation.
- Open segments entered for other than ticketing purposes.
- Repeatedly high cancellation ratio.
- Remarkable amount of unticketed bookings made within 24 hours of flight departure (same day bookings).
- Late cancellation: remarkable amount of bookings cancelled within 24 hours prior to flight departure.

### **2.3.2. Administrative Bookings**

Bookings created for testing/agency training/business tracking services (printing itineraries or invoices).

- Test PNRs: such bookings must not be created in live mode, test mode should be used for this purpose.
- Bookings created for agency training.
- Bookings created for business tracking purposes.
- Bookings made for the sole purpose of obtaining a customer visa and other documents.
- Bookings created to keep copy of the itinerary.

### **2.3.3. Inactive Bookings**

Segments in PNR with status code: PN, HX, UN, NO, SC, TK, UC, US or WK.

- Failure to remove all inactive codes HX, UN, UC, NO, SC, TK, US, PN, DS, WK, WL and WN status codes from PNR.
- When the desired waitlisted segment is confirmed, all other waitlisted/confirmed segments no longer needed, must be removed.

✈ Agent should monitor queues regularly and remove all inactive/unwanted segments.

#### **2.3.4. Married Segments**

When creating or modifying a PNR the travel itinerary must be booked in the sequence of travel times. Full O&D Availability (Origin & Destination) is mandatory irrespective whether a reservation involves Brussels Airlines' flights only and/or includes codeshare and/or other airline flights. The selected O&D availability must show and secure authorized Minimum Connecting Times.

Brussels Airlines may provide a level of availability on Married Segments that differs from the level of availability provided if the segments were sold separately.

Any connecting flights booked as "Married Segments" must be priced, ticketed, cancelled or changed as "Married Segments". Manipulating individual flights of a "marriage" is considered malpractice: it is not permitted to circumvent Brussels Airlines' Married Segments Control logic. Brussels Airlines strictly forbids any manipulation(s) of bookings and subsequent ticketing of such reservations.

Married Segment abuse is being monitored and ADMs/invoices will be issued for any PNR in which the bookings are created via MSL manipulation. The following will be considered as Married Segment abuse/manipulation:

- Partial cancellation made against applied rules.
- Partial cancellation and rebooking against applied rules.
- Using fictitious/speculative flights (including, but not limited to other airline flights and/or codeshare flights) in the booking process (before or after EoT) in order to circumvent the airline's O&D MSL and/or receive availability in a lower RBD.

MSL violation (breaking of married segments or ticketing of only one sector) will be sentenced to an ADM/invoice per passenger/per ticket/per segment.

Repetitive/heavy Married Segment Logic manipulation will also be reason to lose access to the airline's inventory.

#### **2.3.5. O&D Bypass**

Through amongst others, but not limited to, "fictitious/speculative segments" (including but not limited to other airline flights and/or codeshare flights), MSL violation, change of point of origin, booking segments in a multi-segment O&D separately (e.g. with long sell entries), creation of multi-segment O&Ds not in line with the journey that the passenger intends to travel, ...

#### **2.3.6. Duplicate Bookings**

Bookings with more than one segment and/or more than one PNR for the same passenger for the same/different route within one or more GDS.

- The same flight number on the same date or a different date close to the original date.
- Different flight numbers for the same city pair for the same date or a different date close to the original date.

- Different destination point on the same date or a different date close to the original date.
- Same or nearby airport.
- Similar itinerary booked on another airline too.

### **2.3.7. Passive Bookings**

Non-active booking entered in the GDS for active booking originally created in the airline's system – generally to issue the ticket or to print the itinerary.

- Passive segments must not be used to create a copy of a PNR when a passenger requests an invoice or itinerary. Instead please use non-billable status codes.
- All NO status codes must be deleted from the PNR.
- No passive PNR should be created to check the fare and other information such as taxes.
- It is not permitted to book the itinerary in one class of service and issue the ticket in another class of service based on e.g. passive segments.
- Ticketing must be done in the same PNR and CRS/GDS as the one in which the original booking is made. Agents may transfer a PNR for ticketing purposes from one agent to another, using the following entries:

Sabre: 6\*TA/PCC (see format finder for details)  
Amadeus: ES PCC-B (PCC is the agency' s city code)  
Galileo: QEP/PCC (PCC is the agency' s city code)  
Worldspan: QEP/PCC (PCC is the agency' s city code)

### **2.3.8. Churning/High Cancellation Ratio**

Segments that are cancelled and rebooked repeatedly to circumvent time limits or to meet GDS productivity

Any repeated booking/cancelling (churning) of the same itinerary in the same, or different classes of service across one or more passenger name records or GDSs in an effort to circumvent or extend ticketing time limits, hold inventory, meet GDS productivity requirements or for any other reason, is strictly prohibited.

As defined by Brussels Airlines, 10 transactions per booking or more (book, cancel, book, cancel, etc.) is monitored closely to detect churning cases.

A cancellation ratio (= the relation between booked and cancelled segments) above 70% must be avoided.

Cancellations should however be done latest 24 hours prior to flight departure whenever possible.

### **2.3.9. Unticketed No-Show and Segment not Cancelled after Refund**

Inventory spoilage caused by travel agent's failure to issue tickets and/or cancel unticketed reservations.

It is the travel agent's responsibility to clean his PNRs and to cancel all non-ticketed bookings (where possible ultimately at 24 hours prior flight departure). Also, when the travel agent is contacted by the passenger about the cancellation of his trip, the travel agent should take immediate action and update the PNR accordingly.

### **2.3.10. Hidden Groups**

Brussels Airlines' Group Policy states that 10 or more passengers travelling in-/outbound sector together in Economy class constitute a group regardless the fare paid.

When a party of 10 or more passengers is being booked in individual PNRs, such booking will be subject to cancellation through an HX message in the PNR. Such HX segments need to be removed immediately.

## **2.4. Brussels Airlines Compensation Fees**

Brussels Airlines reserves the right to hold the travel service provider responsible and liable for any losses and damages due to its violation of this policy. Kindly refer to the Brussels Airlines ADM policy for further information on the ADM process. Fees can be avoided by adhering to the Brussels Airlines guidelines above.

- Speculative /Fictitious Bookings: €5 per segment/per passenger
- Administrative Bookings: €5 per segment/per passenger
- Inactive Bookings: €5 per segment/per passenger
- Married Segments: Any manipulation to circumvent the Married Segment Logic will be subject to cancellation of the PNR (when unticketed) or an ADM/invoice per passenger and per broken segment of the O&D (when 082-plated ticket issued). In case a travel agent issues a ticket based on a PNR with a manipulated segment an ADM will be issued. The ticketing agent is responsible for malpractices even if they are not the (original) agent making the booking.
  - Economy class (short-haul or continental flights)  
€150 per passenger AND per broken segments of the O&D
  - Economy class (intercontinental flight)  
€250 per passenger AND per broken segment of the O&D
  - Business class (short-haul or continental flights)  
€250 per passenger AND per broken segment of the O&D
  - Business class (intercontinental flight)  
€400 per passenger AND per broken segment of the O&D
- O&D bypass: Any manipulation to circumvent the O&D Logic will be subject to cancellation of the PNR (when unticketed) or an ADM/invoice per passenger and per direction of travel of the O&D (when 082-plated ticket issued). In case a travel agent issues a ticket based on a PNR with a manipulated segment an ADM will be issued. The ticketing agent is responsible for malpractices even if they are not the (original) agent making the booking.
  - Economy class (short-haul or continental flights)  
€150 per passenger AND per direction of travel

- Economy class (intercontinental flight )  
€250 per passenger AND per direction of travel
- Business class (short-haul or continental flights)  
€250 per passenger AND per direction of travel
- Business class (intercontinental flight )  
€400 per passenger AND per direction of travel
- Duplicate Bookings: €5 per segment/per passenger.
- Passive Bookings: €5 per segment/per passenger
- Churning: based on specific related book/cancel cost on the GDS invoice
- Unticketed no-show: An ADM/invoice for an amount of €40 per passenger/per PNR (or equivalent) will be sent to the travel agent who created the “unticketed No-Show” segment.
- Hidden groups: PNR will be cancelled unless tickets have been issued.

✈ The fees are charged to IATA agents by ADM and invoiced to non-IATA agents.

✈ To cover the audit process costs, a fixed ADM administrative fee may be applied. Details can be found in the Brussels Airlines ADM Policy.

## 2.5. Loss of Access/Termination

Brussels Airlines reserves the right to cancel any unticketed PNRs of travel service providers who have been identified as being non-compliant with this policy.

Brussels Airlines further reserves the right to inhibit any agency’s ability to view, book and/or ticket Brussels Airlines’ inventory in case of repetitive non-compliance with this policy and/or failure to pay any outstanding fee(s).

## 2.6. Definitions

- Accredited Subscriber: a travel service provider, including a corporate travel department (CTD), appointed by ARC or IATA to issue airline traffic documents.
- CRS/GDS: Computer Reservation System/Global Distribution System
- Non-Accredited Subscriber: a travel service provider not appointed by ARC or IATA to issue airline traffic documents. To avoid any doubt, any travel service provider whose bookings do not contain a valid ARC/IATA number of an accredited travel service provider in the Brussels Airlines PNR point of sale information, will be deemed a Non-Accredited Subscriber.
- PNR: Passenger Name Record
- Ticket Time Limit: date or time deadline required for ticket issuance as set forth by the airline
- Travel Service Provider: any travel agency, Accredited Subscriber, Non-Accredited Subscriber, CTD, CRS/GDS user and any other person or entity accessing Brussels Airlines’ inventory via the Internet or any other electronic means.

## 2.7. IATA Resolutions supporting the Booking Policy

IATA RESOLUTION 824, §3.2 PASSENGER SALES AGENCY AGREEMENT:

“3.2 All services sold pursuant to this Agreement shall be sold on behalf of the Carrier and in compliance with Carrier’s tariffs, conditions of carriage and the written instructions of the Carrier as provided to the Agent. The agent shall not in any way vary or modify the terms and conditions set forth in any Tariff. Document used for services proved by the Carrier, and the Agent shall complete these documents in the manner prescribed by the Carrier.”

IATA RESOLUTION 830A, §1 CONSEQUENCES OF VIOLATION OF TICKETING AND RESERVATION PROCEDURES:

PAC1(45)830a(except USA) Expiry: Indefinite

PAC2(45)830a Type: B

PAC3(45)830a

WHEREAS IATA Members are granting IATA Accredited Agents access to Standard Traffic Documents; and

WHEREAS custody, completion, issue, reissue, validation and revalidation of such traffic documents are governed by Members' tariffs and the ticketing procedures furnished to Agents through ticketing systems, and as described in the Travel Agent's Handbook, copies of which are furnished to Agents by the Agency Administrator and compliance with which is mandatory upon each Agent under the terms of the Passenger Sales Agency Agreement; it is RESOLVED that,

“[...] 1. Agents be reminded that practices such as listed herein, in other applicable Resolutions, or in Carriers written instructions, but not limited thereto, violate the governing conditions referred to above. They harm Members’ legitimate interests and can accordingly result in action being taken under the provisions of the Sales Agency Rules and Passenger Sales Agency Agreement.

E.g. charging the Agent with the difference between the fare applied and the fare applicable to the service in accordance with Member’s tariff.

[...]

1.14 cancelling or amending a customer booking and/or Electronic Ticket without the express permission of that customer,

1.15 Deliberately making duplicate reservations for the same customer.

1.16 When reservations for a group are not confirmed, attempting to secure the required service by requesting this in smaller numbers in individual transactions

1.17 making reservation transactions without the specific request of a customer

1.18 making an amendment to a booking that has previously been issued as an e-ticket without either revalidating or reissuing, as applicable, the original ticket to reflect the new itinerary

1.19 voiding tickets without cancelling corresponding reservations

1.20 failing to split PNRs in cases where not all passengers included in the PNR are ticketed.

1.21 failing to observe the prescribed minimum connecting times.”

[...]

2. In this Resolution the use of the singular may also be taken to include the use of the plural, where the text so permits and vice versa.

## **3. BRUSSELS AIRLINES REFUND POLICY**

### **3.1. General Refund Rules**

Brussels Airlines wants to remind that all SN 082 documents have to be refunded through the original issuing agent and in accordance with the original form of payment. Refunds processed for a FOP other than the original FOP will be rejected or debited via an ADM. Credit card institutes will always transfer money from the old credit card to a new one. Customers should be advised in such cases to contact his/her old credit card company/bank.

### **3.2. Non-Refundable Tickets**

If the fare rules state that the fare is non-refundable, the value of the unused coupons has to be reported as fare amount and the same amount has to be accounted as a cancellation fee. The taxes can be refunded under tax-refund, YQ/YR tax is non-refundable in case of a non-refundable fare.

### **3.3. Combination of Refundable/Non-Refundable Fares**

Rules for refunds apply per pricing unit. In case of fare combinations the most restrictive cancellation condition applies for the entire pricing unit.

### **3.4. Refunding the Fuel and Security Surcharge on Non-refundable Fares**

Along with the fare price component, Brussels Airlines will no longer refund the fuel and security surcharge (YQ/YR) on non-refundable fares.

### **3.5. Refunding the Optional Payment Charge (OPC) – OB Fee**

OB fees are defined by IATA as the industry standard for ticketing and for the application of payment fees. As per IATA standard the OPC is not refundable.

- The LH Group OPC may only be refunded in case of involuntary refunds of completely unused tickets.
- If a ticket is cancelled using the standard void/cancellation process (FEV), the OPC is voided/cancelled with the ticket.

### **3.6. Partially used Documents/Refunds**

If a ticket has been partially used, the difference between the purchased price and the applicable fare for the routing utilized, minus any applicable charges and taxes, is refunded. No refund applies if the reassessed fare including applicable taxes is higher than the original fare including taxes. If an economy one way exists it may only be used for the reassessment if the reservation class is the same or higher than the partly used return ticket. Other restrictions applying to such special OW fare, e.g. Advance purchase to be observed, etc.

The amount of the YQ surcharge is, in comparison to the other taxes of a journey, not only depending on the destination but also on the applied tariff (YQ exceptions). Therefore, for unused portions, the YQ-surcharge as original levied, is to be refunded.

### 3.7. Expired Tickets

An expired ticket shall not be exchanged for or be used as payment towards further travel. It is exclusively valid for refund, if any, through the Brussels Airlines refund department. A SN 082 passenger ticket **expires one year after its date of issue or one year after commencement of travel, whichever is later.**

For detailed information on Brussels Airlines' refund rules, contact your local Brussels Airlines representative and local agency. All **expired tickets submitted for refund via Direct Refund will automatically result in an ADM.**

### 3.8. Involuntary Refunds

Involuntary Refund is a refund of an unused ticket or portion thereof other than a voluntary refund, for example due to irregularity, schedule change or cancellation of a Brussels Airlines operated flight, etc. Involuntary refunds are restricted to the issuing Airline and to the carrier's decision of involuntary treatment or not.

- Involuntary refund for completely unused Brussels Airlines ticket: If a ticket is completely unused due to flight irregularity, the ticket is fully refundable (including taxes, fees and charges without deducting any refund fees, non-refundable fare regulations etc.)
- Involuntary refund for partly unused Brussels Airlines ticket: If a ticket is partly unused due to flight irregularity, the passenger is entitled to a refund of the unused part of the ticket, regardless the fare conditions.

Taxes, fees and charges are refunded for the unused portion of the ticket without deducting any refund fees. TSC is not refunded.

✎ Any involuntary refund request of a non-refundable ticket should be submitted via 'Refund Application' (RA) and not via Refund Direct.

### 3.9. How to apply for refund

#### 3.9.1. Direct Refund through GDS

Direct refunds processed through the GDS will not levy any administrative charges. Direct refund must be used for all refund requests according to the fare rules – therefore direct refund through the GDS is only applicable for refundable tickets and/or refundable taxes on non-refundable tickets.

Direct refund cannot be used in case of irregularities and involuntary refund requests of non-refundable tickets and may result in ADM.

#### 3.9.2. Refund Application via BSPlink (RA)

Refunds submitted via a refund application and processed by Brussels Airlines will incur a €35 administration fee (or equivalent) per ticket. The refund calculation is based on system fare rules. No refund calculations shall be given by any Brussels Airlines service. In case of doubt please send application for refund via BSPlink.

Refunds of group deposit EMDs should always be requested via Refund Application.

The €35 administrative fee will be waived in case of involuntary refunds, instances where passengers are unable to fly due to flights irregularities, cancelled flights, schedule changes, commercial waivers, etc.

✎ In case of a commercial waiver, valid proof of the received waiver must be attached to the refund application.

### **3.9.3. ARC Refund Process**

The ARC system will not support any refund requests for partly used tickets or non-refundable tickets. In both cases you will need to contact the Brussels Airlines service desk for further assistance and/or to obtain a waiver.